

Immediate



No.DGP/XVII/6162/Compu.AFIS (2011-12)/26/2012
MAHARASHTRA STATE POLICE MUKHYALAYA
SHAHID BHAGAT SINGH MARG,
COLABA, MUMBAI. 400 001.
Dated :- 07 / 05 /2015

To,
All Concerned,

**Sub :- EXTENSION –I to Tender...
Purchase of Automated Finger Print Identification System (AFIS)**

Sir,

A pre-bid meeting was arranged to clarify some points raised by some of the prospective OEM / vendors on above Tenders, on 29.04.2015 at 16.00 hrs. at O/O The Addl. Director General of Police, Criminal Investigation Dept., Maharashtra State, at Pashan Road, University Chowk, Pune.

Clarification to queries raised by OEM / vendors are uploaded herewith, for information of the OEM/ vendors.

Yours faithfully,

Sd/-
(Rajendra Kotak)
Asstt. Inspector General of Police
For Director General of Police, M.S., Mumbai.



**Finger Print Bureau
Criminal Investigation Department
Maharashtra Police**

**Request for Proposal for selection of
system integrator for deployment of state
wide Automated Fingerprint Identification
System (AFIS)**

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| Seq. | MAPO STAGE | Contractor Stage | Start Date & Time | | Expiry Date & Time | |
|------|-----------------------|-----------------------------|-------------------|----------|--------------------|-----------|
| | | | | | | |
| 1 | Tender Release | | 25.03.2015 | 10.00Hrs | 25.03.2015 | 17.00 Hrs |
| 2 | | Tender Download | 25.3.2015 | 17.01Hrs | 15.4.2015 | 13.00Hrs |
| 3 | | Online Submission of Tender | 25.3.2015 | 17.01Hrs | 16.4.2015 | 17.30Hrs |
| 4 | Close of Tech. Bid | | 16.4.2015 | 17.31Hrs | 17.4.2015 | 17.30Hrs |
| 5 | Close of Price Bid | | 16.4.2015 | 17.31Hrs | 17.4.2015 | 17.30Hrs |
| 6 | | Online Final Confirmation | 17.4.2015 | 17.31Hrs | 20.4.2015 | 13.00Hrs |
| 7 | Technical Bid Opening | | 20.4.2015 | 15.00Hrs | 30.4.2015 | 18.00Hrs |
| 8 | Price Bid Opening | | 30.4.2015 | 18.01Hrs | 30.6.2015. | 18.00Hrs |

TENDER NOTICE

Date: 19/03/2015

Office of the Director General of Police, Maharashtra State, Mumbai
Maharashtra Police Headquarters, Old Council Hall,
Shahid Bhagat Singh Marg,
Colaba, Mumbai – 400 001.
Phone: 022- 22023399 / 22028346
Fax: 022- 22023399 / 22026566

Director General of Police, Maharashtra State, Mumbai on behalf of the Hon'ble Governor of Maharashtra invites online tenders for the following works from the firms who are having experience of similar type of work.

The description of work and earnest money are as under:

| Sr. No. | Name of Work | Earnest Money Deposit (INR) | Tender Price (INR) |
|---------|--|-----------------------------|--------------------|
| 1. | Request for Proposal for installation, commissioning and maintenance of Automated Fingerprint Identification System (AFIS) for Maharashtra State Police. | 50,00,000/- | 2,000/- |

Bidders have to submit a non-refundable Tender Price Rs. 2000/- through online using payment gateway.

The entire process of tendering will be online and Maharashtra Police will be using Maharashtra Governments eTendering system for the same. Tenders submitted by any other medium other than the Maharashtra Governments eTendering system will be summarily rejected. The timelines for downloading tenders and submission of technical and commercial bids will be as per the timelines mentioned in the RFP.

Note:

- EMD should be in the form of Bank Guarantee of Nationalized Bank drawn in favour of "Director General of Police, Maharashtra State, Mumbai" payable at Mumbai and valid for One Year OR online through payment gateway via NEFT / RTGS. The EMD in the form of Bank Guarantee should be submitted in person at the Director General of Police, Maharashtra State Office on the date of Tender Opening.
- **Director General of Police, Maharashtra State, Mumbai** reserves the right to accept or reject any tender offer without assigning any reason.
- For any assistance related to eTendering please contact on eTendering helpdesk no. **020-30187500** or email address - support.gom@nextenders.com.

Request for Proposal for selection of system integrator for deployment of state wide Automated
Fingerprint Identification System (AFIS)

SCHEDULE

| # | Parameter | Details |
|-----|---|--|
| 1. | Tender Reference | Tender No. DGP/17/6162/AFIS/26/2012/680 dated 19/03/2015 |
| 2. | Website for downloading tender document | https://mapo.maharashtra.etenders.in |
| 3. | Non-refundable tender cost | Rs. 2000 / - |
| 4. | Earnest Money Deposit | Rs. 50,00,000/- |
| 5. | Pre-bid Meeting | 1100 Hrs on 06/04/2015 in the office of THE DIRECTOR GENERAL OF POLICE, MAHARAHSTRA STATE, MUMBAI State Police Headquarters, Old Council Hall, Shahid Bhagat Singh Marg, Colaba, Mumbai – 400 001 |
| 6. | Last Date for submission of tender offers | 17.30 Hrs on 16/04/2015 |
| 7. | Date period for Final Confirmation | 17.4.2015 17.31 Hrs. To 20.04.2015 13.00 Hrs |
| 8. | Time and date of Technical bid opening | 20/04/2015 at 15.00 Hrs to 30/04/2015 at 18.00Hrs in the office of THE DIRECTOR GENERAL OF POLICE, MAHARAHSTRA STATE, MUMBAI State Police Headquarters, Old Council Hall, Shahid Bhagat Singh Marg, Colaba, Mumbai – 400 001 |
| 9. | Date of Technical Presentations by the Bidders | To be declared later |
| 10. | Declaration of short-list of bidders for commercial bid | To be declared later |
| 11. | Time and Date of Opening of commercial Bid | To be declared later |
| 12. | Address for Communication | OFFICE OF THE DIRECTOR GENERAL OF POLICE, MAHARAHSTRA STATE, MUMBAI State Police Headquarters, Old Council Hall, Shahid Bhagat Singh Marg, Colaba, Mumbai – 400 001 |
| 13. | Contact Telephone Numbers | 022- 22023399 / 22049701 |
| 14. | Contact Fax Numbers | 022- 22023399 / 22026566 |
| 15. | Contact Email ids | lg.prov-mum@mahapolice.gov.in lg.scrb.pune@mahapolice.gov.in |

1. INTRODUCTION

1.1. PROJECT BACKGROUND

Finger Print Science is a perfect science of identification, based on two fundamental principles i. e. Individuality and Persistency. Ridges on the friction skin on the hands and feet of an individual are unique and persist throughout human life. Personal Identification of any living or deceased person can be done by means of finger prints. Such identification is useful for Police, Banks, Judiciary, Military, Immigration, Election Commissions, Hospitals, etc.

1.2. OBJECTIVE OF THE PROJECT

The objective is to implement latest Automatic Fingerprint Identification System (AFIS) in the state. The system will have state of the art image processing and pattern recognition techniques to capture, encode, store and match fingerprints and palm prints automatically and at very high speed and precision. The system should automatically/digitally /physically mount the existing data {Image and Demographic details (C.A.D.B.)} from the existing system. The system will also incorporate a database about descriptive roll, modus operandi and photographs, mug shots of persons, whose fingerprints are taken for record and search purposes, thus integrating fingerprint data with the personal details of the criminal/suspects like name, age, sex, modus operandi, previous convictions. It should permit matching of fingerprints /palm prints not only for Personal Identification cases but also for highly reliable matching of scene-of-crime prints. ***The proposed solution would also have palm print capabilities and scalability and extensibility to include Iris and facial image recognition applications.***

At present Maharashtra Police intends to purchase best AFIS (Automatic Fingerprint Identification System) for effective investigation. The system (**Online mode as well as Offline mode**) will essentially be a Live Scanner based Remote Query System to suit the Maharashtra State Policing requisites for effective and efficient identity verification of the person in question, along with speeding up the crime investigation and verification of fingerprint on almost real time basis. The application must have a user friendly interface to virtually eliminate the need of any special skills other than the normal computer operation knowledge.

AFIS will primarily be used to carry out the following four functions:

1. Positive Personal Identification
2. Scene of crime latent/chance print identification
3. Chance Print case circulation for panel opinion
4. Document Cases of disputed Finger Prints

2. DEPARTMENT OVERVIEW

2.1. FINGER PRINT BUREAU (FPB) IN MAHARASHTRA

In Maharashtra, Finger Print Bureau was established in 1899 at Pune under the control of Inspector General of Police, Bombay Presidency. At present main finger print bureau is situated in Pune under administration of Criminal Investigation department of M.S., Pune. There are 3 regional Bureaus at Mumbai, Nagpur and Aurangabad, which are engaged in recording and searching finger impression slips of arrestee and retrieval of chance prints found at scenes of crime. Advance Computerized FACTS (Finger Print Analysis and Criminal Tracing System) has been installed and has become functional from July 2004. A central server installed at Pune was linked with 41 Police Units. Finger Print Data of more than 3,50,000 criminals has been updated on the "FACTS". More than two hundred persons are working at 4 bureaus and 41 Dist Units, continuously with modern equipments to handle Finger Print work for investigation.

| List of FPB | |
|-------------------------------|---|
| 1. | Finger Print Bureau, Pune |
| 2. | Finger Print Bureau, Mumbai |
| 3. | Finger Print Bureau, Aurangabad |
| 4. | Finger Print Bureau, Nagpur |
| List of District Police Units | |
| 1. | Commissioner of Police, Pune City |
| 2. | Superintendent of Police, Pune Rural |
| 3. | Commissioner of Police, Solapur City |
| 4. | Superintendent of Police, Solapur Rural |
| 5. | Superintendent of police, Satara |
| 6. | Superintendent of Police, Sangli |
| 7. | Superintendent of Police, Kolhapur |
| 8. | Commissioner of Police, Thane City |
| 9. | Superintendent of Police, Thane Rural |
| 10. | Commissioner of Police, Navi Mumbai |
| 11. | Superintendent of Police, Raigad |
| 12. | Superintendent of Police, Ratnagiri |
| 13. | Superintendent of Police, Sindhudurg |
| 14. | Commissioner of Police, Nashik City |
| 15. | Superintendent of Police, Nashik Rural |
| 16. | Superintendent of Police, Dhule |
| 17. | Superintendent of Police, Jalgaon |
| 18. | Superintendent of Police, Ahmednagar |
| 19. | Superintendent of Police, Nandurbar |
| 20. | Commissioner of Police, Aurangabad City |
| 21. | Superintendent of Police, Auragabad Rural |
| 22. | Superintendent of Police, Jalna |

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| 23. | Superintendent of Police, Beed |
| 24. | Superintendent of Police, Usmanabad |
| 25. | Superintendent of Police, Nanded |
| 26. | Superintendent of Police, Latur |
| 27. | Superintendent of Police, Parbhani |
| 28. | Superintendent of Police, Hingoli |
| 29. | Commissioner of Police, Nagpur City. |
| 30. | Superintendent of Police, Nagpur Rural |
| 31. | Superintendent of Police, Gadchiroli |
| 32. | Superintendent of Police, Chandrapur |
| 33. | Superintendent of Police, Wardha |
| 34. | Superintendent of Police, Bhandara |
| 35. | Superintendent of Police, Gondia |
| 36. | Commissioner of Police, Amravati City. |
| 37. | Superintendent of Police, Amravati Rural |
| 38. | Superintendent of Police, Akola |
| 39. | Superintendent of Police, Buldhana |
| 40. | Superintendent of Police, Yawatmal |
| 41. | Superintendent of Police, Washim |
| 42. | Commissioner of Police, Mumbai City |

2.2. DUTIES OF FPB

- Maintain F.P. Records of convicts and arrested persons.
- Search of finger print slips of arrestee and if traced, provide complete criminal antecedents i.e. Previous convictions, extermination, Absconder status, Modus Operandi Notes etc., to the concerned Investigating Officer for getting Police Custody, or enhanced punishment from the court of law.
- Examination of thumbprints on disputed documents with relevant specimen / admitted prints and furnishes Expert Opinion to the concerned Courts of Law, Banks, Govt. and Semi Govt. Offices, Military, Private Parties if received from Courts of law. Except for Govt. offices, some nominal fee is charged.
- Finger Print Experts visit various scenes of Crime to develop chance prints on the articles handled by the culprit while committing crime. Finger Print Expert try to trace a criminal from the chance print and prove physical presence of the accused by scientific method and submit such evidence before Courts of Law, on behalf of Govt.
- Finger Print Experts deliver lectures on Finger Print Science and demonstrate Modern Equipments to the Military, Police, newly appointed Judges etc. Experts also participate in exhibitions to educate general public in F.P. science

3. QUALIFICATION CRITERIA AND BID EVALUATION

3.1. QUALIFICATION CRITERIA

The bidder should meet the entire criterion mentioned below in order to qualify for the detailed bid evaluation i.e Technical and Commercial evaluation.

| # | Qualification Criteria | Documentary Evidence |
|----|--|--|
| 1. | <p>The Bidder must be</p> <ul style="list-style-type: none"> A company in India, registered under the Companies Act 1956 or A Consortium of not more than 2 companies registered under the relevant act (<i>The Consortium should have come into force before last date of submission of tender</i>) or Original Equipment Manufacturer (OEM) for hardware and software | <p>Copy(ies) of Certificate of Registration of bidder(s) Or In case of consortium, a. MoU with respect to consortium and b. copy(ies) of certificate of registration of all consortium partners Or In case of OEM for AFIS hardware or software, a. provide copy of relevant certificate / document stating that bidder is OEM and b. a copy of certificate of registration under relevant act of India / relevant country</p> |
| 2. | Bidder's (Prime bidder's in case of consortium) annual turnover should be at least Rs. 100 Crores in each of the last 3 financial years. | <i>Provide the copy of the audited financial statements of the company (both prime bidder and consortium members), and/or certificate from the Chartered Accountant</i> |
| 3. | Bidder's (prime bidder's in case of consortium) should have a positive net worth in each of the last 3 financial years. | <i>Provide copy of certificate from the Chartered Accountant specifying the net worth of the company</i> |
| 4. | Bidder / Any consortium member in case of consortium must have participated in NIST ELFT or ELFT-EFS evaluation program conducted by NIST since 2007 for chance print encoding and matching. | <i>Provide copy of relevant NIST benchmarking published report duly signed by the authorized representative of the bidder</i> |
| 5. | Bidder / Any consortium member in case of consortium must have successfully executed and completed in the last ten financial years, at least 3 AFIS installations at law enforcement agencies across the world | <p><i>Copy of client citations / Work Orders for AFIS installations OR client letter / testimonial stating the completion of the project and working satisfactorily in operations phase.</i></p> <p><i>Reference for each of the projects has to be given and should contain the following information - Name of organization, individual/s to contact, email-id, phone number and address, contract value and version of AFIS</i></p> |
| 6. | The Bidder / Lead member in case of consortium quoting for this tender must have at least 50 computer professionals working continuously full time for the past 1 year in India at the time of submission of bids | <i>Certificate from the HR head stating list of Employees with exposure to Projects and Technologies</i> |
| 7. | The foreign company (member of consortium) providing AFIS software must have support setup in | <i>Provide proof of address in India / Maharashtra or undertaking signed by Authorized signatory of the</i> |

Request for Proposal for selection of system integrator for deployment of state wide Automated
Fingerprint Identification System (AFIS)

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| | India / Maharashtra or the same should be established before signing of the contract. | <i>bidder (prime bidder in case of consortium) regarding establishment of office in India / Maharashtra before signing of the contract.</i> |
| 9 | Bidder should have valid documentary proof of Sales Tax/VAT registration number | <i>Provide Copy of Sales Tax/VAT registration number</i> |
| 10 | Bidder should have latest sales tax clearance certificate, issued by Sales Tax Department | <i>Provide documentary proof of Sales Tax Clearance Certificate from Sales Tax Department</i> |
| 11 | Bidder should have PAN card | <i>Provide copy of PAN card</i> |
| 12 | The bidder /(all bidders in case of consortium) should not have been blacklisted by Central government , State governments or government corporations of India as on the date of bid submission. | <i>Undertaking / self declaration as per format in Annexure B section 4 should be submitted along with the Technical bid</i> |

Note:

- a. *The bidder can be a company or a consortium of not more than 2 companies registered under relevant act i.e.1 Prime bidder plus one consortium partner. The consortium must be strictly restricted to primary bidder and the OEM(s) of the AFIS hardware and software. Authorized agents / Licensees/ Collaborators of foreign firms are **NOT** allowed to be part of the consortium.*
- b. *The consortium shall be formed under a duly stamped consortium agreement. The original stamped consortium agreement should be submitted along with the bid document. In the event of consortium, one of the partners will be designated "Prime Bidder". In case of a successful bidder, which is a consortium, the parties of consortium shall be jointly and severally held responsible for the implementation of the project and provision of services.*
- c. *All members of Consortium shall be equally, jointly & severally responsible for the successful completion of the entire project. A declaration to that effect should be submitted along with the tender.*
- d. *Authorized Agent / Licensee / Indian Collaborator of foreign firms are **NOT** allowed to participate in the tender.*
- e. *A bidder can submit bids either as a single bidder or prime bidder in a consortium or a consortium member of a consortium. In the event the bidder is part of more than 1 bid in any form as mentioned above, all the affected bids will be summarily rejected*

3.2. TECHNICAL OFFER

The Technical Offer (T.O.) shall be complete in all respect and contain all information and documents asked for, except prices. IT MUST NOT CONTAIN ANY PRICE INFORMATION. The list of documents to be uploaded as part of Technical offer can be found at the eTendering system.

3.3. COMMERCIAL OFFER

Bidder shall submit their prices only in the eTendering system. Price quoted elsewhere shall be liable to rejection. Rate quoted shall be inclusive of Supply, Installation, Warranty, inclusive of all taxes and duties.

3.4. BID EVALUATION

A tiered evaluation procedure will be adopted for evaluation of proposals, with the technical evaluation being completed before the commercial proposals are opened. Only the bids which qualify the qualification criteria mentioned in sec. 3.1 above will be taken up for detailed bid evaluation. The evaluation will be quality cum cost basis where quality of the bidder will have 30 % weightage and cost component to have 70 % weightage. Two-Bid system shall be followed for the bid evaluation. The first stage would be a technical evaluation against Technical Proposal. Second stage would be a Commercial Evaluation. The details of evaluation have been explained below.

- **First stage – Technical evaluation against qualification criteria mentioned in Technical Proposal**

The first stage of evaluation would involve examination of the bid documents of each of bidders against the **“Qualification Criteria”** and submission of EMD & Tender fees. All bidders clearing this stage will be evaluated on the criteria mentioned in the **“Evaluation framework”**. This is to ensure that the technical skill base, experience and financial capacity and other bidder attributes claimed therein are consistent with the needs of this project. These conditions have been listed down under the section **“Qualification Criteria”**. Maharashtra Police may ask bidder(s) for additional information, visit to bidders site and/or arrange discussions with their professional, technical faculty to verify claims made in bid documentation.

During technical bid preparation, the bidder is required to strictly adhere to the technical bid format provided in this document. The format for the same has been detailed in the *Annexure B – “Technical Bid Document Format”*.

Evaluation Framework

Technical Evaluation Committee (TEC) formed by Maharashtra Police will evaluate Technical bids. Bidders who have qualified as per the Section 3.1 (Qualification Criteria) of this RFP document shall be evaluated and scored by the Technical Evaluation Committee based on the basis of technical evaluation criteria mentioned in table below, assessing each bidder’s ability to satisfy the requirements set forth in the document. **MINIMUM MARK FOR THE QUALIFICATION IN THE TECHNICAL EVALUATION IS 60 OUT OF 100 (TECHNICAL SCORE).**

The bidders are expected to demonstrate a Proof of Concept (POC) of the AFIS solution. The bidders will be provided the following set of input data for the POC.

- 1 Lakh 10-digit fingerprint records in .fiif format of FACTS system of CMC Ltd. / Scanned JPEG Files

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- 500 unsolved scene-of-crime prints in .fiif format of FACTS system of CMC Ltd.
- 100 Palm print records in .bmp format.
- 10 unsolved scene-of-crime Palm prints in .bmp format.

The bidders are expected to convert the data in the NIST file formats and bring all the setup (hardware/software) to CID Headquarters, Pune for demonstrating POC. (If necessary, test data test/database size can be increased or decreased by Technical Committee). Integration & scalability of Face recognition system and IRIS system will also be technically evaluated by Technical Committee in POC.

Note : Details will be communicated to bidders qualified for Technical Evaluation.

The test data will be given during the time of evaluation.

The AFIS solution by the bidder during the POC will be tested on the following parameters.

| # | Evaluation criteria / sub criteria | % Weightage |
|---|--|-------------|
| A | AFIS Performance (Speed and Accuracy) | 40 |
| B | AFIS Core functionality | 30 |
| C | AFIS General functionality | 10 |
| D | Hardware Compliance | 5 |
| E | Compliance on System Architecture and solution | 5 |
| F | Vendor profile (Vendor capabilities for enhancements, support and maintenance) | 5 |
| G | Integration with Iris and facial image recognition applications. | 5 |
| | Overall Technical Evaluation Score | 100 |

- **Second stage**

Commercial bids of only those bidders who obtain minimum 60% score in overall Technical Evaluation, 70% score in AFIS performance (Speed and Accuracy) (Ref. point A in the table above) and 70 % score in AFIS Core Functionality (Ref. point B in the table above) shall be opened. Cost shall be calculated based on price summary given in *Annexure C – “Commercial Bid format”*.

Commercial Score:

The commercial score of the bidder will be calculated with respect the lowest quote by any bidder.

Commercial score of the Bidder under consideration C = ***(Lowest commercial quote from all bids / Commercial quote of the bidder under consideration) X 100***

Final Score:

The Technical bid shall have a weightage of 30% in the overall evaluation of the bid and the Commercial bid shall have a weightage of 70% in the overall evaluation. The final score of the bidder shall be **$0.3*(Technical\ Score) + 0.7*(Commercial\ Score)$** .

The bidder with the highest final score shall be eligible for award of the contract.

Note:

- a. The evaluation done by the Technical Evaluation Committee will be final and binding on the bidders.*
- b. A substantially responsive bid is one, which conforms to the requirements, terms, conditions and specifications of the Request for Proposals without material deviation. A material deviation is one which affects in any substantial way the functionality, scope, quality, or performance of the deliverables, or which limits in any substantial way, inconsistent with the Request for Proposal's, Maharashtra Police's rights or the Bidder's obligations for, performance of the project and the rectification of which deviation would affect unfairly the competitive position of other bidders presenting substantially responsive Bids.*
- c. Conditional bids shall be summarily rejected. The bidder shall quote only one solution.*
- d. Evaluation committee will examine the bids to determine whether they are complete, whether any computational error have been made and whether the bids are generally in order.*
- e. Maharashtra Police may conduct clarification meetings with each or any bidder to discuss any matters, technical or otherwise.*
- f. TECHNICAL BIDS RECEIVED WITHOUT TENDER FEE AND EMD SHALL BE REJECTED***
- g. Maharashtra Police may waive any minor informality or non-conformity or irregularity in a Bid, which does not constitute a material deviation.*

3.5. AWARD OF CONTRACT

Maharashtra Police will award the Contract to the highest qualified bidder i.e. bidder with the highest overall evaluation score.

3.6. RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS

Maharashtra Police reserves the right to accept or reject any Bid. Maharashtra Police shall be under no obligation to accept the lowest or any other offer received in response to this RFP and to annul the tendering process and reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for Maharashtra Police's action.

3.7. NOTIFICATION OF AWARD

Prior to the expiration of the period of bid validity, Maharashtra Police will notify the successful bidder in writing or by fax or email, to be confirmed in writing by letter, that its bid has been accepted.

The notification of award will constitute the formation of the contract. Upon the successful Bidder's furnishing of Performance Security, Maharashtra Police will notify each unsuccessful bidder.

3.8. SIGNING OF CONTRACT

At the same time as Maharashtra Police notifies the successful bidder that its bid has been accepted, Maharashtra Police shall enter into a separate contract with the successful bidder. Terms and Conditions specified in the RFP document shall become the part and parcel of the contract document.

3.9. BID SECURITY (EMD – EARNEST MONEY DEPOSIT)

- i. The Bidder shall furnish, as part of its pre-qualification bid, a bid security of INR 50,00,000/-(Rupees fifty Lakh only).
- ii. The bid security is required to protect the Maharashtra Police against the risk of bidder's conduct, which would warrant the security's forfeiture
- iii. The bid security shall be denominated in Indian Rupees, and shall be in the form of a Bank Guarantee drawn on a nationalized bank in favor of **"Director General of Police, Maharashtra State, Mumbai"** only having validation period of 1 Year from last date of bid submission OR online through payment gateway via NEFT / RTGS.
- iv. The EMD in the form of Bank Guarantee should be submitted in person at the Director General of Police, Maharashtra State Office on the date of Tender Opening.
- v. Unsuccessful Bidder's bid security will be discharged/ returned as promptly as possible but not later than 60 days after the award of the contract to the successful bidder.
- vi. The successful bidder's bid security will be discharged upon the successful bidder signing the Contract and furnishing the Performance Bank Guarantee.
- vii. No interest will be payable by the Maharashtra Police on the amount of the Bid Security.
- viii. The bid security may be forfeited:
 - a) If a Bidder withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any; or
 - b) In the case of a successful bidder, if the Bidder fails to sign the Contract or to furnish Performance Bank Guarantee within the specified duration.

3.10. PERFORMANCE BANK GUARANTEE

- i. The successful bidder shall at his own expense deposit with Maharashtra Police within 15 working days of the date of notice of award of the contract or prior to signing of the contract whichever is earlier, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Nationalized Bank acceptable to Maharashtra Police payable on demand, for the due performance and fulfillment of the contract by the successful bidder.
- ii. The performance guarantee shall be denominated in the currency of the contract and shall be in the form of a bank guarantee.
- iii. This Performance Bank Guarantee will be for an amount equivalent to 10 % of contract value. All charges whatsoever such as premium; commission etc. with respect to the Performance Bank Guarantee shall be borne by the successful bidder.
- iv. The Performance Bank Guarantee shall be valid until the end of 3 months after the completion of the Contract with the successful bidder. Subject to the terms and conditions in the Performance Bank Guarantee, 3 months after the contract completion, the Performance Bank Guarantee will lapse automatically.
- v. The Performance Bank Guarantee may be discharged/ returned by Maharashtra Police upon being satisfied that there has been due performance of the obligations of the successful bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.
- vi. In the event of the successful bidder being unable to service the contract for whatever reason, Maharashtra Police would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of Maharashtra Police under the contract in the matter, the proceeds of the PBG shall be payable to Maharashtra Police as compensation for any loss resulting from the successful bidder's failure to complete its obligations under the Contract. Maharashtra Police shall notify the successful bidder in writing of the exercise of its right to receive such compensation within 14 days indicating the contractual obligation(s) for which the successful bidder is in default.
- vii. Maharashtra Police shall also be entitled to make recoveries from the successful bidder's bills, performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

3.11. FAILURE TO AGREE WITH THE TERMS & CONDITIONS OF THE RFP

Failure of the successful bidder to agree with the Terms & Conditions of the RFP/Contract shall constitute sufficient grounds for the annulment of the proposal or the award, in which event Maharashtra Police may out rightly reject the proposal or make the award to the next Best Qualified Bidder or call for new Bids.

4. PROJECT SCOPE

4.1. OUTLINE OF PROJECT SCOPE

The following is the outline of scope of work for implementation of state level AFIS integration platform sought under this RFP. The scope of work under this RFP includes supply and installation of state wide Automated Fingerprint Identification System (AFIS) with capability of palm print identification & scalability to Automated Facial Image recognition Systems & Iris recognition which includes all required Application, Database and System Software and Hardware for Central AFIS Server and Client System in such quantity and of such configuration and specification as specified in the document. The scope of work also includes the integration and customization of proposed solution according to requirement of Maharashtra Police.

Project Duration: The project is envisaged to be completed in the following two phases. The timelines for completion and the project duration is given below:

| S.No | Phase | Duration |
|------|---------------------------|--|
| 1 | Implementation phase | 1 year (Go-live) |
| 2 | Post Implementation phase | For a period of 10 years from Go-live date |

Geographical coverage of the Project: The geographical coverage of the project would be as per the table below:

| S.No | Type of Office | Number of sites |
|------|----------------------------|-----------------|
| 1 | Police Stations | 1117 |
| 2 | Bureaux | 4 |
| 3 | Police Units (RQWS) | 41 |
| 4 | Data Centre at SDC, Mumbai | 1 |
| 5 | Back Up site | 1 |

4.2. SCOPE OF SERVICES

The objective is to implement latest Automatic Fingerprint Identification System (AFIS) in the state. The system will have state of the art image processing and pattern recognition techniques to capture, encode, store and match fingerprints and palm prints automatically and at very high speed and precision. The system should automatically/digitally /physically mount the existing data {Image and Demographic details (C.A.D.B.)} from the existing system. The system will also incorporate a database about descriptive roll, modus operandi and photographs, mug shots of persons, whose fingerprints are taken for record and search purposes, thus integrating fingerprint data with the personal details of the criminal/suspects like name, age, sex, modus operandi, previous convictions. It should permit matching of fingerprints /palm prints not only for Personal Identification cases but also for highly reliable matching of scene-of-crime prints.

The proposed solution would also have palm print capabilities and scalability and extensibility to include Iris and facial image recognition applications.

The AFIS system must function as a web-based application and also support full-offline functionality for enabling stand-alone AFIS operations.

For the purpose a system requirement study may be required to finalize input forms, output forms, search and indexing parameters, and reporting requirements.

Following terms will be used in the rest of the document:

- AFIS Workstation shall include One Remote Query Application and One Enrollment Application (Paper +Live Scanner) and One Verifier Application with requisite hardware.
- Enrollment Workstation shall contain One Fingerprint /Palm Acquisition /Enrollment application for Rolled / Plain / Palm Print with requisite hardware.
- Portable AFIS System shall contain Complete AFIS Application on Notebook Computer with facility of Latent / Chance print search through forensic grade live scanner.

4.3. KEY REQUIREMENTS FOR IMPLEMENTATION OF AFIS APPLICATION

Some of the key requirements for implementation have been covered in the following:

a. Scalability

All components of the AFIS application and system must support scalability to provide continuous growth to meet the requirements and demand of various loads. A scalable system is one that can handle increasing numbers of requests without adversely affecting the response time and throughput of the system. The proposed solution should support both vertical (the growth of computational power within one operating environment) and horizontal scalability (leveraging multiple systems to work together on a common problem in parallel).

b. Availability

All the components must provide adequate redundancy to ensure availability of the application at SDC. Designing for availability assumes that systems will fail, and therefore the systems are configured to mask and recover from component or server failures with minimum application outage. It is not expected that redundant systems are supplied, however, if the same is required to be provisioned then the bidder may provide the same to meet the overall solution and SLA requirement.

c. Interoperability

The entire system/subsystem should be interoperable, in order to support information flow and integration. Operating systems, database and storage technologies from several vendors must interact well with each other. These systems should also have the open architecture solutions such as XML, LDAP, SOA, etc. where information/data can be ported to any system, whenever desired.

d. Security

The application shall be designed for an end-to-end security blanket to protect applications, services, data and the infrastructure from malicious attacks or theft from external (through internet) and internal (through intranet) hackers. Using Firewalls and Intrusion detection systems (shared CCTNS Infrastructure) such attacks and theft should be controlled and well supported (and implemented) with the security policy. The virus and worms attacks should be well defended with Gateway level Anti-virus system, along with workstation level Anti-virus mechanism.

e. Integration of AFIS with CCTNS

Another most important aspect which should be taken care while designing the AFIS is about seamless integration with CCTNS application as well as other AFIS of National, UIDAI Database.

f. Workflow Management and Customization:

The proposed system should have robust and configurable workflow management system to define, alter and manage the workflow as per the requirement of Maharashtra Police and should be supported with AAA (Authentication, Authorization and Audit) mechanism. The system should also be customizable and can be localized as per the requirement of Maharashtra Police.

g. Speed and Accuracy

The proposed AFIS should be state of art, powerful and high performance system having 100% data penetration for ten print, latent and palm print search, facilitate searches in all possible combination/ way, the matching algorithm should provide high accuracy regardless of the database size and image quality, capable to accomplish several task in parallel and must be evaluated in ELFT-EFS, PFT, MINEX, SlapSeg etc.

h. AFIS Network

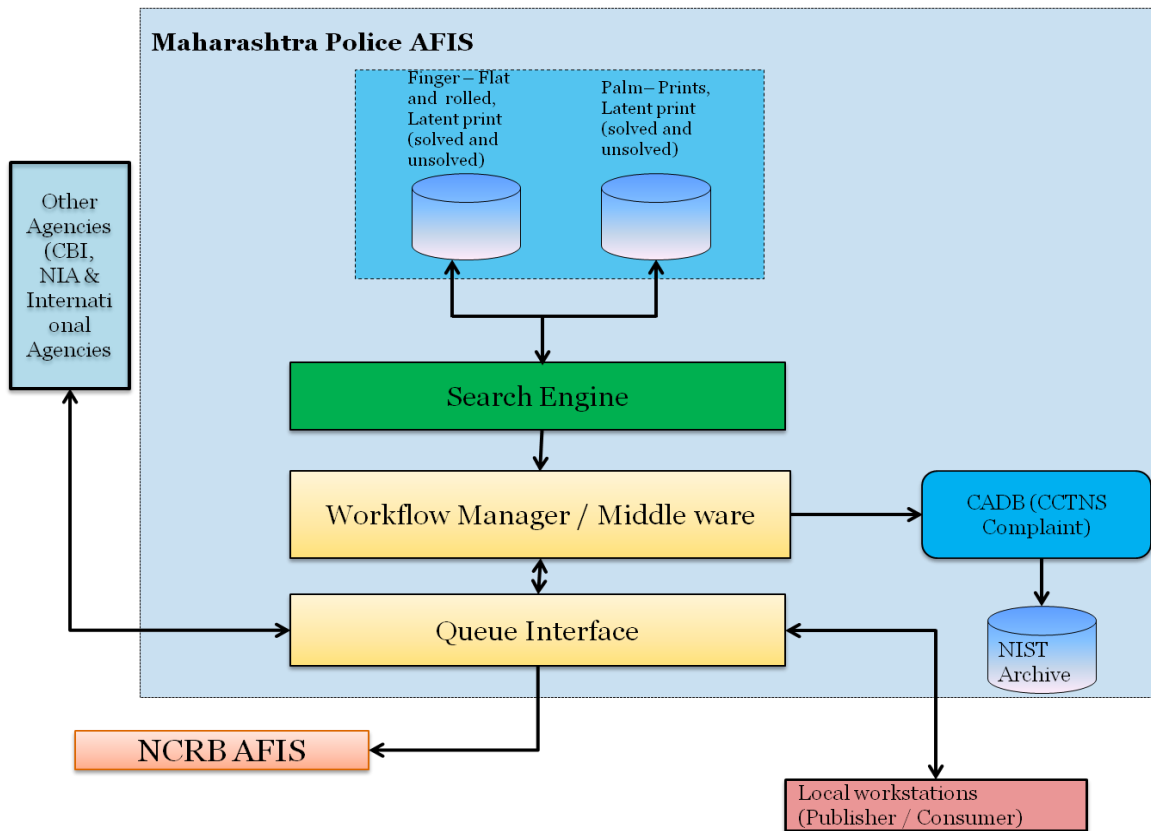
It is proposed to utilize existing CCTNS network infrastructure and bandwidth for data transfer to and from AFIS Central Server at State data centre (SDC) to District Offices & Police Stations. The New AFIS system will be using the connectivity available for the existing CCTNS system. It is the Bidder (System Integrator) responsibility to coordinate with all stake holders and configure / help to configure all the network equipment in collaboration with all stake holders like SDC, BSNL, SWAN and CCTNS System Integrator. Maharashtra Police will facilitate the required permission / authorization for the above.

4.4. PROPOSED ARCHITECTURE OF THE NEW AFIS

The system will have database of Finger-flat and rolled, latent print and palm – latent palm prints. The database will be connected to search engine which will guide the search criteria for all the users. The search engine will be connected to the workflow manager, which would have the access to demographic database for all the criminals whose data is stored in the system. The routing of all the queries to the system will be guided by the queue interface in the application. The Maharashtra state AFIS will also give access to NCRB national level AFIS for data sharing and also to other agencies like CBI, NIA and some international agencies.

The system will be hosted at the Maharashtra State Data Centre (SDC), Mumbai and also DR (disaster recovery) site of SDC will be the DR of the AFIS.

The diagram below depicts the broad central level architecture of the New AFIS



4.5. CENTRALIZED STATE AFIS SYSTEM

It is proposed to install web enabled (n-tier) State AFIS System at State Data Centre, Mumbai Maharashtra which will have a repository of fingerprints records of Maharashtra state. There shall be CCTNS connectivity so that many users can access the central server. This central server should be SAN & NAS ready. This shall be further supported by Disaster Recovery Server of Maharashtra state data centre. The system should be able to cater to a database of 20 Lacs fingerprint slips at central server scalable to 50 Lac slips.

Many State Police and other agencies collecting and maintaining finger print data, there is need for these various automated system to be able to share information/data seamlessly with each other and also with crime information system like CCTNS. The data should be transferred on line/off line from police station to State, district to state, state to NCRB/Agency avoiding rescanning of FP slips.

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Central State AFIS System shall cater to the following workload:

| Sr. No. | Specification | Units |
|----------|--|-------------------|
| 1 | Database | |
| 1-1 | Ten digit slip database | 20,00,000 |
| 1-2 | Upgradability | Up to 50 Lakhs |
| 1-3 | Number of prints to be stored per slip | 10 digit + 2 Slap |
| 1-4 | Single print latent (chance) database | 1,00,000 |
| 1-5 | Upgradability | Up to 10,00,000 |
| 1-6 | Palm Print Database | 2,00,000 |
| 1-7 | Upgradability | Up to 20,00,000 |
| 1-8 | Palm Print latent (chance) database | 1,00,000 |
| 1-9 | Upgradability | Up to 10,00,000 |
| 1-7 | Textual and photographic Database | Yes |
| 2 | Daily Record and Searches | |
| 2-1 | Number of record slips | 500 |
| 2-2 | Number of search slips | 5000 |
| 2-3 | Number of latent (chance) prints | 500 |
| | Working Hours | |
| 3-1 | System working hours | 24 hours |
| 3-2 | Manual working hours | 2 shifts |
| 3-3 | Effective manual hours per day | 12 hours |

Hardware at Centralized State AFIS System (At State Data Center, Mumbai) –

| S.No. | Item | Quantity |
|-------|-------------------------------------|---|
| 1 | Server | As per vendor's recommendation with Disaster Recovery Server minimum indicative technical specification have been provided at ANNEXURE A. |
| 2 | SAN & NAS Unified Storage | 01 + 01 |
| 3 | Tape Library | 01 + 01 |
| 4 | Networking and mounting accessories | As per requirement |

NOTE : Bidder are expected to design and proposed AFIS technical solution over and above minimum indicative specifications given in the tender document. Any augmentation to centralized AFIS hardware bill of material required to meet SLA's shall be done by bidder / System integrator.

4.6. DISTRICT LEVEL SYSTEM (AFIS WORKSTATION)

There are 45 Police District/Commissionerates/F.P.B. locations, which need to have PC based **online / offline application**. Each district will have a workstation (PC), a scanner for scanning the 10 digit fingerprint slips/single digit/chance print, network connection for communication with the central system and printer for keeping hardcopy of the reports and to reproduce search/record slip. The equipments (Computer CPU, monitor, printer, flatbed scanner and live scanner) should be housed in a suitably designed table of size (1200 mm (L) X 750 mm (W) X 750 mm (H)). A workstation chair with low back, arm and tilting mechanism should also be provided with the table. The FP expert at the remote end should be able to store fingerprint data, textual and photo graphic data, conduct ten print and latent print searches out of the database available in the district workstation. If the search result is negative or uncertain, it shall automatically put the request in queue for firing query to central server for verification &/or updating on Central Server. Whenever an emergency demands the remote operator may dial the central server for out of turn connectivity and retrieve search result for dissemination. There should be a facility to create and store number of temporary/auxiliary database for document or chance print cases for inmates vs. chance print verification. The FP expert at the remote end should be able to circulate chance print case through Chance Print Circulation module for panel opinion. The FP expert at the district / bureau should be able to verify finger / palm print slips send to central server from police stations of that district. After verification of F.P. Expert of District is done, slips are cross examined by Dy. Director (F.P.) of regional bureau which supervise that district. By cross examination of Dy. Director (F.P.) result will be intimated to concerned Police station automatically by Central Server.

District System shall cater to the following workload:

| Sr. No. | Specification | Units |
|----------|--|----------------|
| 1 | Database | |
| 1-1 | Ten digit slip database | 50,000 |
| 1-2 | Upgradeability | Up to 1,00,000 |
| 1-3 | Number of prints to be stored per slip | 10 + 2 Slap |
| 1-4 | Single print latent (chance) database | 5000 |
| 1-5 | Upgradeability | Up to 10,000 |
| 1-6 | Palm Print Database | 10,000 |
| 1-7 | Upgradability | Up to 20,000 |
| 1-8 | Palm Print latent (chance) database | 1,000 |
| 1-9 | Upgradability | Up to 2,000 |
| 1-10 | Textual and photographic Database | Yes |
| 2 | Daily Record and Searches | |
| 2-1 | Number of record slips | 50 |
| 2-2 | Number of search slips | 200 |
| 2-3 | Number of latent (chance) prints | 50 |
| 3 | Working Hours | |
| 3-1 | System working hours | 24 hours |
| 3-2 | Manual working hours | 2 shifts |
| 3-3 | Effective manual hours per day | 12 hours |

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Fingerprint Identification System (AFIS)

Hardware at District AFIS System –

| S.No. | Item | Quantity |
|-------|-------------------------------------|----------------------|
| 1 | District Workstations | 77 |
| 2 | Flatbed Scanner | 77 |
| 3 | Laser jet Printer | 45 |
| 4 | Network Printer | 4 (for all Bureaux) |
| 5 | UPS | 4(15KVA) + 45 (1KVA) |
| 6 | Air Conditioners | 50 |
| 7 | Photo Printer | 4 |
| 8 | Live Scanner (4-4-2) | 50 |
| 9 | Computer Table | 62 |
| 10 | Computer Chair | 77 |
| 11 | LAN Cabling & Networking Equipments | As per requirement |

4.7. ENROLLMENT WORKSTATION FOR POLICE STATION

It is proposed to have PC based online / offline application at each & every Police Station with a live scanner for scanning rolled & plain prints and web camera to capture photo and printer for obtaining hardcopy of the slips. Operator at Police Station should be able to store Finger Print data, textual & photographic data & also able to send store data to Central Server for verification & / or updating on Centralized Database. Connectivity of enrollment workstation will be CCTNS connectivity.

Enrollment workstation System shall cater to the following workload:

| Sr. No. | Specification | Units |
|----------|------------------------------------|--------------|
| 1 | Database | |
| 1-1 | Ten digit slip database | 10,000 |
| 1-2 | Upgradeability | 50,000 |
| 1-3 | Number of prints to be stored/slip | 10 + 2 Slap |
| 1-4 | Palm Print Database | 8,000 |
| 1-5 | Upgradability | Up to 20,000 |
| 1-6 | Textual and photographic Database | Yes |
| 2 | Daily Record | |
| 2-1 | Number of record / search slips | 50 |
| 3 | Working Hours | |
| 3-1 | System working hours | 24 hours |
| 3-2 | Manual working hours | 2 shifts |
| 3-3 | Effective manual hours per day | 12 hours |

Hardware at Enrollment Workstations for Police Station –

| S.No. | Item | Quantity |
|-------|------------------------------------|----------|
| 1 | Workstations | 1117 |
| 2 | Flatbed Scanner | 1117 |
| 3 | Laser jet Printer | 1117 |
| 4 | Live Scanner 500ppi(4-4-2) | 1117 |
| 5 | Web Camera (With Stand) | 1117 |
| 6 | UPS | 1117 |
| 7 | Networking Equipments with cabling | |

4.8. PORTABLE AFIS SYSTEM

It is proposed to have a full-fledged Portable AFIS facility to Finger Print experts posted at 50 locations of Commissionerates & district units with Notebook, Palm print live Scanner and Digital Camera etc. ***The equipments should be enclosed in a rugged handy carry case.*** This portable system is proposed to enhance the efficiency of Finger Print Experts and to ensure instant and accurate investigation at the scene of crime. The system must be capable of processing the photographs of chance print captured by digital camera and to compare them with inmate's finger / palm prints which are taken by live scanner. After comparing the chance print with inmate's finger / palm print and local database, if they remain untraced, system shall automatically put the request in queue for firing query to central server for search & update. It should be possible for the AFIS Mobile system to submit a search on the Central Server using Wireless connectivity. During emergencies, the mobile operator may dial the central server for out of turn connectivity for search result for dissemination. Portable AFIS System should be able to store finger / palm print data, textual and photographic data, conduct ten print, palm print and latent print searches out of the database available in the portable system and also able to create no. of temporary database for document or chance print cases. Portable AFIS System should be able to verify finger / palm / chance print slips send to central server. After verification of F.P. Expert of District is done, slips are cross examined by Dy. Director (F.P.) of regional bureau which supervise that district. By cross examination of Dy. Director (F.P.) result will be intimated to concerned Police station automatically by Central Server.

Portable AFIS System shall cater to the following workload:

| Sr. No. | Specification | Units |
|----------|---------------------------------------|--------------|
| 1 | Database | |
| 1-1 | Ten digit slip database | 50,000 |
| 1-2 | Upgradeability | 1,00000 |
| 1-3 | Number of prints to be stored/slip | 10 + 2 Slap |
| 1-4 | Single print latent (chance) database | 5000 |
| 1-5 | Upgradeability | 10,000 |
| 1-6 | Palm Print Database | 8,000 |
| 1-7 | Upgradability | Up to 10,000 |
| 1-8 | Palm Print latent (chance) database | 1,000 |

| | | |
|----------|-----------------------------------|-------------|
| 1-9 | Upgradability | Up to 2,000 |
| 1-10 | Textual and photographic Database | Yes |
| 2 | Daily Record and Searches | |
| 2-1 | Number of search slips | 50 |
| 2-2 | Number of latent (chance) prints | 20 |
| 3 | Working Hours | |
| 3-1 | System working hours | 24 hours |
| 3-2 | Manual working hours | 2 shifts |
| 3-3 | Effective manual hours per day | 12 hours |

Hardware for Portable AFIS System –

| S.No. | Item | Quantity |
|-------|-------------------------|----------|
| 1 | Notebook Computer | 50 |
| 2 | Palm print Live Scanner | 50 |
| 3 | Digital SLR Camera | 50 |

4.9. NETWORK CONNECTIVITY

Network connectivity will be an important aspect of the AFIS to be hosted at SDC and it will be helpful in seamlessly integrating State data centre (SDC) with the bureaus, district offices & police stations. The New AFIS system will be using the connectivity available for the existing CCTNS system.

System should be compatible with PSTN, ISDN lines, Internet, SWAN(P2PLL) VPNoBB, VSAT, WIMAX, Mobile/Data card connectivity (2G, 3G and 4G network).

LAN cabling at RQWS: At each of the RQWS, two LAN points needs to be created i.e. one for workstation and second for laptops provisioned for mobile unit. Also one LAN point needs to be created at five regional controls of Mumbai City for mobile unit. The System integrator is required to undertake LAN cabling for two such IO points from the switch already provisioned at nearby office under CCTNS project. The LAN cable should be CAT 6 and should be placed under ISI PVC conduit from the switch to the points where workstations and mobile unit is proposed to be placed within the premise. Bidder has to provide CAT-6 patch cords also for desktops and laptops at each of the covered location. The IO points should be the of same make as of CAT 6 OEM and should be a single OEM solution.

LAN cabling at Bureaux: At each of the Bureau, as per AFIS workstations / Portable AFIS allotted LAN points needs to be created. The System integrator is required to undertake LAN cabling (average 50Mtr.) for specific points from the switch already provisioned at nearby office under CCTNS project. The LAN cable should be CAT 6 and should be placed under ISI PVC conduit from the switch to the points where workstations and Portable AFIS is proposed to be placed within the premise. Bidder has to provide CAT-6 patch cords also for desktops and laptops at each of the covered location. The IO points should be the of same make as of CAT 6 OEM and should be a single OEM solution.

LAN cabling at Police Station: The connectivity to the AFIS workstations at the police station will be from the CCTNS network switch which is present at the police station. The System Integrator is required to undertake LAN cabling from the switch. The LAN cable should be CAT 6 and should be placed under ISI PVC conduit from the switch to the points where workstations is proposed to be placed within the premise.

It is the Bidder (System Integrator) responsibility to coordinate with all stake holders and configure / help to configure all the network equipment in collaboration with all stake holders like SDC, BSNL and CCTNS System Integrator. Maharashtra Police will facilitate the required permission / authorization for the above.

4.10. PROPOSED SOFTWARE SPECIFICATION OF AFIS

4.10.1. COMPLIANCE WITH THE INTERNATIONAL STANDARDS

| | |
|-----|---|
| | Compliance with the International Standards: The entire system should have compliance with the following International Standards |
| 1. | NIST Compliance to <u>Data Format for the Interchange of Fingerprint & other Biometric Information: ANSI/NIST-ITL 1-2011</u> |
| 2. | JPEG compression for mug shot images (ANSI/NIST-ITL 1-2011) |
| 3. | Minutiae and related information encoded from a finger or palm: ANSI/NIST Type-9 (ANSI/NIST-ITL 1-2011) |
| 4. | Ten-print Processing: 500 ppi ANSI/NIST Type-4 Images (ANSI/NIST-ITL 1-2011) |
| 5. | Palm Print Processing: 500 ppi/1000 ppi ANSI/NIST Type-15 Images (ANSI/NIST-ITL 1-2011, ANSI/NIST-CSL 1-1993) |
| 6. | Electronic Fingerprint Transmission Specification(EFTS) |
| 7. | A certified version of the Wavelet Scalar Quantization(WSQ)algorithm as specified by IAFIS-IC-0110 (V3)for lossy compression of fingerprint images scanned and transmitted at 500 ppi(JPEG 2000 for those images scanned and transmitted at 1000 ppi) |
| 8. | Finger Image Standard as per the ISO/IEC 19794-4 |
| 9. | Minutiae Image Standard as per the ISO/IEC 19794-2 |
| 10. | Benchmark in slap fingerprint segmentation evaluation (SlapSeg04) by NIST |

4.10.2. STANDARD MODULE REQUIREMENT OF AFIS

| | |
|-----|---|
| 1. | The central system should be capable of receiving, storing, matching and retrieving electronically transmitted finger & palm, latent prints from its AFIS workstations, Enrollment Workstations and Portable AFIS System. |
| 2. | The system should also be capable of receiving, storing and retrieving textual, demographic and photographic details of the criminal. |
| 3. | The system should be capable of receiving and processing inked and inkless rolled, flat and palm print images at a resolution of ≥ 500 ppi and latent prints at a resolution of ≥ 500 ppi or 1000 ppi (pixels per inch). |
| 4. | There should be capable of automated minutiae extraction, pattern recognition/Henry classification – atleast primary & secondary code. The vendor shall use maximum classifications of different attributes/features as per the system being provided by the vendor i.e. core & delta detection. |
| 5. | The system should perform image quality check and sequence check automatically and also be able to capture Rolled Print & Plain Print area & sequence validation with interactive dialog for manual assistance, if required. |
| 6. | In case of unacceptable, poor quality or out of order prints, the system should give alert for manual quality check with option for accepting or rejecting poor quality prints or swapping out of sequence prints. |
| 7. | If the image is unacceptable, a message should be sent automatically to the exporting remote location/enrollment workstation. |
| 8. | The system should have automated enhancement and encoding module. |
| 9. | The system should provide automatic generation of transaction subject ID. |
| 10. | <p>System should provide following image pre-processing capability automatic and manual by the operator in cases of poor quality print:-</p> <p>Smoothen, Sharpen, Equalize, Invert, Rotate-360°, Improve Bright Picture, Improve Dark Picture, Improve Contrast, Increase White area, Decrease White Area, Filters to improve the image, Density handling, Noise reduction, Background subtraction/removal, Flattening/Thickening, Thinning of Ridges, Reduction to single pixel level, Edge Detection, Distortion correction, selection of area of interest, histogram and able to separate overlaid chance prints. However the bidder is free to give more tools.</p> <p>Also system should provide following Binarize / Trace</p> <ul style="list-style-type: none"> - Blur - Difference of Gaussians - Unsharp Mask - Local Histogram equalizations - Laplacian sharpen |
| 11. | The system must be able to separate fingerprints on multi-coloured surfaces viz. currency notes, Revenue Stamps, Stamp papers, legal documents etc. |
| 12. | The system should be capable of enrolling complete palm including phalange areas with automated features extraction like finger prints viz. minutiae and ridge flow, skeleton etc. |
| 13. | Able to input palm using flatbed scanner. The scanned images should be automatically imported into the software. Automatic segmentation if required should be performed along with on the spot quality analysis. |

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| 14. | System should weed out time barred slips automatically based on age or years. Timeline in years records needs to be preserved needs to form part of the requirement and complete archival policy of data needs to be centrally governed. |
| 15. | System Should be scalable enough to seamlessly integrate with Iris and face Image database in all respects. |
| 16. | Role based privileges should be assign to each user and every enrolment should be authenticated by the thumb impression (biometric authentication) of the user. |
| 17. | The AFIS must be capable of importing and exporting fingerprints, palm prints, finger & palm chance prints, (and photos) from/to other systems in standard image formats. Following formats must be supported: NIST, JPEG, JPEG2000, TIFF and BMP. The procedure / process of import/export shall be fully automatic. |

4.10.3. MATCHING MODULE REQUIREMENTS OF AFIS

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| | Matching Module should provide Ten Print, Palm Print, Latent print search on the following pattern |
| 1. | Ten Print Matching |
| | a) Ten Print to Ten Print Search |
| | b) Ten Print (Roll + Slap =20) to Latent Print Search |
| | c) Ten Print to Both - Ten Print & Latent Print (Roll + Slap = 20) Database Search |
| 2. | Palm Print Matching |
| | a) Palm Print to Palm Latent print Search |
| 3. | Latent Print & Unsolved Scene of Crime print matching |
| | a) Latent Print to Ten Print (Roll + Slap = 20) Search |
| | b) Latent Print to Latent print Search |
| | c) Latent Print to Both – Ten Print (Roll + Slap = 20) & Latent print Database Search |
| | d) Palm Latent Print to Palm Print Search |
| | e) Palm Latent Print to Palm Latent Print Search |
| | f) Palm Latent Print to Both – Palm Print & Palm Latent Print Database Search |
| | g) Finger / Palm Latent to All – Ten Print (Roll + Slap = 20), Latent, Palm Print & Latent Palm print Database Search |

4.10.4. DEMOGRAPHIC AND TEXTUAL DATA MODULE REQUIREMENTS OF AFIS

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| 1. | Storage & retrieval module should have facility of Phonetic Name Search & Indexing. |
| 2. | Should be seamlessly integrated with Finger & Palm Print Image database in all respects. |

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| 3. | Should be retrievable by clicking on shortlist of probable match results. |
| 4. | Should maintain profile/dossier of a criminal viz. (i) Name (ii) Sex (iii) Parentage (iv) Addresses (v) Date of Birth (vi) Category (vii) FIR details viz. FIR No., Date, Year, U/S, P.S. & District (viii) Conviction details viz. Name of the Court, Date of conviction, U/S, Punishment awarded (ix) Photograph (x) MOB etc. |
| 5. | Should provide for sub-system for separate categories i.e. Convicted, Arrested, Suspect, Inmate, Unknown Dead Body, B.C., Proclaimed Offender, Absconder etc or more as per need of Maharashtra Police. |
| 6. | Should have Input, Query and Report Module on the basis of different data fields and categories. |
| 7. | System should be compatible with the NCRB codification standard for storage and retrieval of criminal data. |
| 8. | The bidder should provide all sorts of customization (as per Maharashtra Police) required towards the demographic details. |

4.10.5. SEARCH MODULE REQUIREMENTS OF AFIS

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| | Search Module: Search/comparison of ten prints, palm prints and latent prints to the AFIS database shall have the following functions |
| 1. | Remote Query can be fired from multiple locations at the same time. The results will be sent to the respective terminals. |
| 2. | System's ability to have priority based processing of matching requests received from workstations. The system should be capable of indicating Query No./Date-wise/ Time-wise to the transaction in need of priority and provide tools to initiate the priority processing. |
| 3. | The system should generate flash to be displayed at concerned workstation (i) Sl. No. in Queue (ii) Searching (iii) Total No. of Records to be searched (iv) No. of Records searched counter (v) Approximate time to be taken to complete the processing. Total time taken shall be flashed after the completion of search. |
| 4. | Automated comparison of each rolled and flat ten print image to ensure proper sequence validation of fingers. |
| 5. | Automated image quality check of each ten prints, flat print, palm print & latent print during enrollment. |
| 6. | Multi-finger matching/searching of latent prints against all 20 finger prints (both rolled and flat) in Ten digits Print record. |
| 7. | The latent search algorithms should also support search with no filtering and 100% data penetration to eliminate the need to perform multiple searches of the same latent print. |
| 8. | Ten prints & Latent print should be searched automatically against the ten finger print database and simultaneously unsolved latent database. |
| 9. | The system should be capable to enroll and search/match a slip having less than ten prints in case of amputee/bandaged/missing fingers. |

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| 10. | Palm print should be searched against unsolved palm latent database. |
| 11. | Latent fingerprints should be searched against the ten print finger database and simultaneously unsolved latent fingerprint data base. |
| 12. | Latent palm prints should be searched against the palm print database and simultaneously unsolved latent palm print data base. |
| 13. | The system should be capable of matching of latent prints of unknown scale with given accuracy standards. |
| 14. | The system should be able to re-submit ten digit print, palm print and latent print from database to search against database with re-editing facility. |
| 15. | Option for Ten print, palm print and latent print search for identity verification without entering the record into AFIS. |
| 16. | AFIS should support the ranking of candidate matches for a selected print or set of prints with the highest potential of a likely match appearing in first position. |
| 17. | Option for operator to use date field as filter for search. |
| 18. | Support for retrieving and comparing of the existing ten digit print record with the finger prints of subject short listed from the demographic data. |

4.10.6. VERIFICATION MODULE REQUIREMENTS OF AFIS

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| 1. | Verification module should be available on both at Central AFIS and at AFIS/Portable Workstation as per recommendation of Maharashtra Police. |
| 2. | Ten-digit search should be based upon at-least four best finger print before the respondents are returned for manual verification and the system should perform ten finger matches automatically against each respondent to ensure accuracy. |
| 3. | The four highest quality finger print images available in the Ten digit search print should be selected automatically by the system through automated image quality assessment. |
| 4. | On-screen side by side display presentation of the search print and potential matching prints from the AFIS database. The ranking of candidate matches from potential matching print(s) with highest potential should appear on the top in descending order. Their corresponding demographic details should also be simultaneously displayed. |
| 5. | Should be able to selectively display or hide an overlay of extracted minutiae points in the on-screen image comparison and binary image display. |
| 6. | The system should provide a convenient method to examine side-by-side same-size images of the search prints compared with the candidate list prints and the ability to proceed forward and backward through the candidate list. |
| 7. | The system should provide for user defined threshold candidate list. |
| 8. | The system should give alert if verification of 10 print & latent print is not attended within 24 hours |
| 9. | The system should provide automatic charting of matching points on both the matching prints with examiner defined charting option for Court Opinion. |
| 10. | <p>The system should have dedicated GUI(s) for court chart preparation. Charting functions should have feature</p> <ul style="list-style-type: none"> • Restricted access by an authorized user(s) only. • Ability to support manual marking of selected minutiae points • Side-by-Side display (Disputed and Admitted/Specimen Prints) • Ability to edit complete expert report • Ability to print expert report. |

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| 11. | <p>The system should have dedicated GUI(s) for circulation of latent print cases. Circulation program should have feature</p> <ul style="list-style-type: none"> • Restricted access by an authorized user(s) only. • Store, search and verify finger / palm prints on case database or on central database. • Ability to circulate among group of users. • Ability to support manual marking of selected minutiae points • Side-by-Side display (Known and Unknown Prints) • Ability to edit complete expert report • Ability to print expert report, chance print photo. • Ability to send expert report to concern Police Station & F.P. Expert. |
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4.10.7. SYSTEM SECURITY

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| | System Security: The data of Maharashtra Police is a valuable resource and key component of Technical Architecture. Information security is very important to maintain Integrity, Confidentiality & Availability of data. |
| 1. | <p>Data needs to be protected against following threats.</p> <ul style="list-style-type: none"> • Unauthorized access to database or application • Accidental modifications or deletions • Confidentiality, Integrity & Availability breeches of data during data transport & physical storage. • Disasters |
| 2. | Front end application should include features of MD 5/SHA encryption layer, SSL-based (for web-enabled), Prevention from BRUTE Force Attack, SQL Injection, other vulnerability patches etc. |
| 3. | Encryption/Decryption engine for encryption/decryption of records while storing/loading the records to/from the database. |
| 4. | Multilayered security should be in place in order to access various features at Central Server, which must be exhibited by the vendor at the time of evaluation etc. |
| 5. | The AFIS must allow the implementation of an access control policy based on the use of logins, passwords and /or fingerprint login. |

4.10.8. ACCURACY

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| 1. | The system should be capable of achieving accuracy not less than 99% for ten print and palm print, i.e. if the search is true match then it should be in the first position 99% of the time |
| 2. | The system should be capable of achieving accuracy for latent print search as, if the search is true match then it should be in the first position 90% of the time, in first three positions 95% of the time and in top ten positions 99% of the time. |

4.10.9. RESPONSE TIME

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| 1. | Response time will be the time required for the server to search the finger print against the complete database and giving out the traced /untraced result. <i>The benchmark response time</i> |
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| | <i>is around 6 secs for 10 digit print and 20 seconds for latent print search in 1 lac finger print database.</i> |
| 2. | The application should be capable to accommodate 50 Ten digit print process, 10 latent print concurrent processing and 5 Palm print process fired from the multiple locations. |
| 3. | AFIS should support image resolution of ≥ 500 ppi (or 1000 ppi (pixels per inch)) in all aspects of capture, processing and archiving. There should be no quality loss in transporting the data to the new system. |
| 4. | Should have the capability to reproduce one to one hard copy of ten prints with flat/rolled print and Palm print (full hand) records from electronic files submitted to AFIS. |
| 5. | The system should provide for separate temporary database for document case, inmate/suspect examination. |

4.10.10. FINGER PRINT / PALM PRINT DATABASE / STORAGE SUBSYSTEM

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| 1. | Should function as warehouse for processed Finger Print / Palm print / Criminal Attribute database |
| 2. | Storage & retrieval module should have facility of Phonetic Name Search & Indexing. |
| 3. | Should be seamlessly integrated with Finger & Palm Print, Face and Iris (in future) Image database in all respects. |
| 4. | Should be retrievable by clicking on shortlist of probable match results. |
| 5. | Should maintain profile/dossier of a criminal viz. (i) Name (ii) Sex (iii) Parentage (iv) Addresses (v) Date of Birth (vi) Category (vii) FIR details viz. FIR No., Date, Year, U/S, P.S. & District (viii) Conviction details viz. Name of the Court, Date of conviction, U/S, Punishment awarded (ix) Photograph (x) MOB etc. |
| 6. | Should provide for sub-system for separate categories i.e. Convicted, Arrested, Suspect, Inmate, Unknown Dead Body, B.C., Proclaimed Offender, Absconder etc or more as per need of Maharashtra Police. |
| 7. | Should have Input, Query and Report Module on the basis of different data fields and categories. |
| 8. | System should be compatible with the NCRB codification standard for storage and retrieval of criminal data. |
| 9. | The bidder should provide all sorts of customization (as per Maharashtra Police) required towards the demographic details. |

4.10.11. ASSET MANAGEMENT / REPORTING SUBSYSTEM/SLA MANAGEMENT/INCIDENT MANAGEMENT

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| 1. | Management / Health of RQT, Data enter & DR. |
| 2. | Various type of Report generation regarding various type of activities happening through STATE-AFIS |
| 3. | The Successful Bidder will require to deploy suitable open source SLA Management / Incident management tools for proper monitoring during the post implementation phase. |

4.10.12. FINGERPRINT /PALM PRINT TRANSACTION / COMMUNICATION SUBSYSTEM

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| 1. | Should take care with log report , all the incoming and outgoing Fingerprints / Palm print data & Reports. |
| 2. | Should act as priority / Queue management system. The Remote Query Queue Management server (RQ2M) is responsible for the queue management infrastructure. All NCRB NAFIS systems will interface with the SCRB AFIS using the queues designated for them on the Remote Query Queue Management (RQ2M) server. The transactions will be processed based on priority assigned to each transaction. External authorized agencies can also submit searches and records via the queuing interface. |
| 3. | Transaction Subsystem will be responsible for executing the workflows on the incoming data and transaction type. Fingerprint /Palm print Transaction Subsystem drives the search engine using the data provided and information available in the Identity Management System. |
| 4. | The bidder should provide the Fingerprint /Palm print Transaction Subsystem that integrates the proposed search engine and should also have flexibility to integrate other search engines in futures. The proposed Fingerprint /Palm print Transaction Subsystem at minimum should meet the following requirements. |
| 5. | The Transaction Subsystem should run on COTS hardware and should be platform independent. |
| 6. | The proposed Transaction Manager should run on 64 bit operating systems either Linux or Windows. |
| 7. | Redundant server architecture that automatically re-configures itself in case of failure. |
| 8. | The proposed system should be of enterprise class and highly scalable both vertically and horizontally. |
| 9. | All transaction inside the Transaction Manager should be NIST EBTS based. |
| 10. | The Transaction Subsystem should implement workflows as per Indian Law enforcement requirements |
| 11. | Integrate with Criminal attribute database for encounter update and conviction information update. |
| 12. | Suspect search using Fingerprint / Palm Print. Unsolved latent database should be searched along with 20 prints databases. |
| 13. | Latent search against respective modalities and galleries i.e. 20 print, palm and unsolved databases. |
| 14. | Enrolment and update based on recent encounter or best quality biometrics (form composite records). |
| 15. | The workflow in the Transaction Subsystem as integrated with biometric search engine in general should facilitate automated minutiae extraction, quality assessment and insertion in appropriate galleries. |
| 16. | If the image is unacceptable, a message should be sent automatically to the workstation which submitted the transaction in case if the operator had overridden the systems alerts. |
| 17. | Send results to requesting Police Station / District Workstation / Portable AFIS / Bureau Terminal that are interested in that record. |
| 18. | Should facilitate subscribing for a record of interest to receive notification for any kind of activity on that record. |
| 19. | Easily customizable and pluggable workflows. |
| 20. | The system should have automated enhancement and encoding module as part of the search engine which should not require any manual intervention. A separate examiner workstation should be provided for manual quality assessment and markup. |

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| 21. | The Transaction Subsystem should support verification or authentication transaction. |
| 22. | The Transaction Subsystem should provide automatic generation of transaction subject ID/ transaction control number and this transaction control number (TCN) should be traceable in the entire system through the entire life cycle of the transaction. |
| 23. | Remote Query can be fired from multiple locations at the same time with same or different priority. |
| 24. | System's ability to have priority based processing of matching requests received from workstations. The system should be capable of indicating Query No./Date-wise/ Time-wise to the transaction in need of priority and provide tools to initiate the priority processing. |
| 25. | The Remote Query Workstation (NAFIS) of State /UT SCRB Should integrate with all the existing legacy state AFIS over Remote Query Queue/Priority Management System. |
| 26. | The system should generate flash to be displayed at concerned workstation (i) SL. No. in Queue (ii) Searching (iii) Total No. of Records to be searched (iv) No. of Records searched counter (v) Approximate time to be taken to complete the processing. Total time taken shall be flashed after the completion of search. |
| 27. | Bidder has to provide Standard API /Middleware/ bridge software so that State Legacy AFIS can be upgraded /integrated with State RQT NAFIS. |
| 28. | Zero transaction loss and thus transaction persistence should be supported. |
| 29. | The Transaction Subsystem should weed out time barred slips automatically based on age or years |

4.10.13. GENERAL REQUIREMENTS

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| 1. | The proposed system's server applications should be platform independent and should run on Linux 64 bit or Windows 64bit operating systems. |
| 2. | The bidder should provide patches and upgrades (new versions) of AFIS system during the Warranty and ATS periods without any cost. |
| 3. | Redundant server architecture that automatically re-configures itself in case of failure. |
| 4. | Disk mirroring to eliminate the possibility of lost data due to media failure. A system of automated database backups to ensure that key data is kept up-to-date in the event of a crash. |
| 5. | The new system/solution must be user friendly with the ability for the Fingerprint Experts to quickly learn the operations of the application software. |
| 6. | The System Software to be provided should be of latest version. |
| 7. | The Hardware should be of known reputed brands. |
| 8. | System should be capable of the following services: identify/verify, display and print on demand from archive record on standard format of Finger Print Slip, Latent Print Card, Palm images and other associated details. (Complete Printing Report- Image + Demographic Info.) |

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| 9. | The system should have a Report Module capable of generating statistical reports periodically on various parameters for monitoring performance of system and its utilization by various users to be customized to meet day to day requirement. |
| 10. | The system should be capable of providing AFIS (including Palm Print) Inter Connectivity and able to communicate electronically with other compliant and compatible AFIS systems. |
| 11. | The system should have ports available to integrate applications e.g. Photo Imaging Systems, Digital Media, Live Scanner, Flatbed Scanner etc. |
| 12. | The system should have automated monitor running processes to provide real-time detection of the occurrence of system problems, including software problems and hardware component failure with descriptions of response requirements. |
| 13. | Administrator Module should be provided with various easy to use tool/utilities to monitor and control the system. |
| 14. | The system should have administration utilities to monitor system performance, manage transaction queues, balance workload, workflow control, view and review database records, update, modification and deletion etc. |
| 15. | The system should have central operation control to monitor process, re-do and re-direct if necessary of remote site work or any work of local workstation under supervision. |
| 16. | Utility tool should include facility to convert the AFIS data (including Palm Prints) into various NIST standard formats with provision to export on external storage media devices. |
| 17. | Backup/Recovery/Disaster Management Module |
| 18. | The system should provide for backup to reclaim the work in process files within 2 hours of a detected failure and backup capabilities to reconstruct permanent files and operating system software. The system should provide for incremental backup in every 24 hours and full backup of database once in a week. |
| 19. | In case of natural or induced disaster or any occurrence that may render the AFIS partially or fully non functional, the system should provide for solution for recovery within 6 hours (or stipulated time) that will ensure continuous and proper performance of the system and sub systems. |
| 20. | Network connectivity between SDC, District offices, bureaus & Police stations will be using CCTNS network connectivity. |

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| 21. | The bidder should provide the bridge software (or a module) by which the AFIS system can be integrated with CCTNS (Crime & Criminal Tracking and Network System). |
| 22. | The bidder should provide a module, which can make the integration possible between the AFIS and the UID database, when made available. |
| 23. | It is to be noted that the System Integrator is required to integrate the National AFIS and other mentioned applications in the RFP with the proposed solution. However, if at the time of Go-live National AFIS or other applications are not available then the same need to be integrated in the Operations and maintenance phase by the System Integrator. An undertaking to that effect should be given by the bidder at that time |
| 24. | The system should have provision for submission of Single Digit search from Web (browser) based Remote query to the Central AFIS. |

4.10.14. MISCELLANEOUS REQUIREMENTS

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| | Miscellaneous Requirements: additionally, the following features should also be considered for New AFIS System |
| 1. | The system should feature dynamic quality upgrade of stored fingerprints and palm prints at the time of each trace, by maintaining a virtual set of best quality prints from the entire set of available prints for a given person. It should be possible for an expert to manually set a quality for a given print. |
| 2. | Automatic Henry Classification of 10 digit F.P Record/Search Slip <ul style="list-style-type: none"> • Assign a primary pattern automatically • Provides secondary reference classification automatically. • Sub classification by measuring core and or delta distance and ridge count(optional) |
| 3. | Automated ridge direction determination |
| 4. | Automated core and delta detection and extraction |
| 5. | Automated minutiae quality assignment |
| 6. | Automated search chance print upto 360 degree Orientation. |
| 7. | Capability to take chance print negative image directly & match it. |
| 8. | Automated capture of logical rolled print area |
| 9. | Automated capture of logical plain print area and comparison of plain prints with rolled prints. |
| 10. | Automated integration of AFIS with personal information system (Criminal Attribute) for storage and retrieval. |
| 11. | Automated selection of matching digit, which is best in quality in search slip and database for verification. |

Request for Proposal for selection of system integrator for deployment of state wide Automated
Fingerprint Identification System (AFIS)

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| 12. | The system should fully support the capability to capture multiple chance/latent prints associated with a particular case. |
| 13. | The system should provide the ability to capture the associated case data and link this data to each chance/latent in the case. |
| 14. | The system should facilitate Chance/latent print images to be re-edited and launched for secondary searches without requiring a re-scan of the chance/latent. |
| 15. | The system should also have a full range of integrated chance/latent and ten print image-enhancing capabilities. |
| 16. | The system should have capability to distinguish and separate superimposed / overlapped finger prints. |
| 17. | The System should have a provision for creating secondary/temporary database for document case examination. |
| 18. | Data conversion tools to convert the data of existing AFIS. |
| 19. | Automated Ten Digit Slip Update |
| 20. | Automated Latent Print Update |
| 21. | Automated Palm Print & Latent Palm Print Update. |
| 22. | Finger Print and Demographic Data acquisition: It should have the capacity to record and maintain interactive Finger Print and demographic data acquisition. |
| 23. | Efficient case processing and linking with the captured latent/palm print. |
| 24. | Automated search against unresolved latent records during new Ten Digit Slip registration/replace. |
| 25. | Networking and Data Updating Capabilities Between State AFIS and Remote Stations. Between National AFIS and State AFIS. |
| 26. | Inter AFIS Data Portability and Query Processing. |
| 27. | Secure and Stable Database with Licensing : All required software for servers, storage, RQWS and Mobile AFIS such as Operating System Software, RDBMS, EMS and management software etc. should be perpetual. The software for servers should be of enterprise class and licenses should be processor/core based. Bidder shall be responsible to provide adequate number of licenses and to meet licensing obligation in all respects. All software licenses should include ten years ATS/ Software Assurance. |
| 28. | Architecture should be scalable. |
| 29. | System Administration <ul style="list-style-type: none"> • Access control policy based on the use of logins, passwords and / or fingerprints login. • User Administration and Access Permission Control. • Audit trail, System Monitoring and Log Management • Database Backup and Recovery. • Report Generation. • Generate searchable log of events. • Statistics Generation. • Online Help. |
| 30. | Antivirus support with patches and upgrades (during Warranty and ATS periods) |
| 31. | Demographic Details Information Management. |

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| 32. | Availability of Interfaces for Integration with other Indian Police Software. |
| 33. | Various types of customized reports as per Maharashtra Police requirements, such as daily activity reports, local data report, searches based on crime types etc. |
| 34. | Finger Print and Demographic Data Report Generation. |
| 35. | Maintenance and Support. It should have a capability of creating local removable data base for temporary comparison work. |
| 36. | Facility for high availability disaster recovery (HADR) |

4.10.15. CONDITIONS

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| 1. | It is mandatory that all the desired features should be demonstrated at the time of technical evaluation of the system. No second chance shall be provided for demonstration. Technical offers which shall be found half/partial complied shall be treated as cancelled. |
| 2. | The successful bidder will organize training programs to train the Maharashtra Police personnel for proper handling of the equipment/system. The successful bidder should also periodically organize refresher training. |
| 3. | Two computer programmers are to be provided for period of six months post Go-Live to Maharashtra Police for customization. |
| 4. | It is the Bidder (System Integrator) responsibility to coordinate with all stake holders and configure / help to configure all the network equipment in collaboration with all stake holders like SDC, BSNL and CCTNS System Integrator. Maharashtra Police will facilitate the required permission / authorization for the above. |
| 5. | Technical support of all types should be made available during implementation & operation and maintenance phase post Go-live and adhere to the SLA's. |
| 6. | The successful firm shall provide comprehensive on-site warranty for all items/equipment (Hardware & Software) for a period of 5 years from the date of installation of the System. |
| 7. | The quantity of AFIS Workstations, Enrollment Workstations and Portable AFIS system or any other item can be increased or decreased at any stage till the delivery of consignment is complete. |
| 8. | Sole proprietary and ownership/License rights of all the hardware and software including data will be with the Maharashtra Police. |

4.11. WORK FLOW FOR AFIS

The AFIS will follow a particular set of activities for various cases; the work flow will guide the process and also generate alerts if certain steps are pending. The work flow for different cases is defined below.

4.11.1. FINGER IMPRESSION SLIPS

- A. Arrested /Suspected/Civil/Externeer/Absconder/Deportees Slips
- Finger impression slips generated at Police Station level by enrolling finger prints by Live Scanner or Scanning the physical slip along with demographic information.
 - These slips will be directly submitted to Central server by police station for add /verify. By default F.I. Slips will be automatically updated on local database of the concerned district.
 - Verification of F.I. Slip will be carried out by concerned District / Bureau Finger Print Experts.
 - On completion of verification work at District an alert will be sent to concerned Regional Bureaux. After the cross examination of that verification, regional bureaux will finalize the traced/untraced result.
 - Thereafter Central Server will automatically communicate the result to concerned police station.

4.11.2. CONVICTION SLIPS

- Conviction slips will be mostly generated in Jails, Courts by enrolling finger and palm prints through live scanner along with demographic information of the convict on portable AFIS along with court conviction slips.
- These slips will be directly submitted to Central Server to add demographic details on database, if the record already exists then the new details will be appended to the database against that finger / palm prints.
- At Pune Bureau, Print out of Conviction slips to be taken and should be kept on physical record. Conviction slips automatically updated on local database of concerned district by default.

4.11.3. CHANCE PRINT CASE CIRCULATION

- Chance Prints Found/Developed at the scene of crime will be captured by digital camera and subsequently sent to portable / AFIS workstation for encoding.
- Finger / palm prints of inmates and suspects will be taken by live scanner and they will be verified with chance print. If found untraced, the chance prints will be verified on local database of portable AFIS.
- If still found untraced, finger print expert will send the chance prints to the Central server to search.
- Firstly, the verification of chance prints will be carried out by concerned District Finger Print Expert.
- On the completion of Verification work, district Finger Print Expert will send the whole query to concerned Regional Bureau via chance print circulation module.
- On the receipt of such Chance print case panel wise examination will be carried out in the regional bureau. Each expert in the panel will examine the chance prints and if he/she wants to edit the

original print, he/she should have facility to do the same and re-search that chance print with inmates, suspect and main database.

- Each expert in the panel will finalize the traced/untraced result by putting his / her thumb impression onto the system.
- Thereafter main Server automatically communicates the result to the concerned police station.
- If the result is remained as untraced, these unidentified chance prints should be added to concerned district local database and Central database of unsolved chance prints.

4.11.4. DOCUMENT CASE CIRCULATION

- Prints pertaining to document case will be stored in the Central server as document case database. All specimen, admitted and disputed prints will be scanned and stored in database. Disputed prints will be verified against specimen and admitted prints.
- Firstly, the verification of these prints will be carried out by nominated Finger Print Expert.
- Verification of nominated Finger Print Expert is completed and opinion thereof will be generated and circulated among specific panel in the bureaux.
- Finger print experts of panel will examine the specimen, admitted and disputed prints. If necessary, verification can be done by each expert of panel. If he / she are agreed with opinion, each expert will put his / her thumb impression as concurrence with opinion.
- On completion and the finalization of the opinion by the Dy. Director, the result thereof will be send to concerned authority under the signature of Dy. Director.

4.12. IMPLEMENTATION PERIOD SERVICES

In implementation period, the bidder will provide various services as per requirement of Maharashtra Police for implementation of AFIS successfully. Following major services to be done by the Bidder.

- a) Supply, Installation and commissioning of Hardware and Software at Data Center and Backup Site;
- b) Supply, Installation and commissioning of Hardware and Software at remaining project locations as defined in “Geographical coverage of Project”;
- c) Commissioning of Networking Solution at Project locations;
- d) User creation;
- e) Configuration and Customization of AFIS software
- f) Supply, Installation and Commissioning of EMS solution, antivirus Server;
- g) Data Migration
- h) Integration with CCTNS, NAFIS, UIDAI Database
- i) Training and Capacity Building

The Bidder is expected to start the work at all the covered locations from the date of signing of contract. The Bidder needs to co-ordinate with the District Nodal officer for proper and timely closure of implementation activities at the respective districts / locations covered under the project.

The detailed scope of work is given below:

4.12.1. SUPPLY INSTALLATION OF HARDWARE AND SOFTWARE AT DC AND BACK UP SITE

- The rack space and co-location services will be provided by the Department /State Data Centre operator.
- The System integrator has to Supply, Install and commission of IT Infrastructure components such as Servers, Databases, Networking & Security components, Storage Solution, Software and other IT components required at the Data Centre to make AFIS system live.
- Installation shall mean to install and configure / integrate every component and subsystem component, required for functioning of the AFIS system.
- Co-ordination with State Data Centre Operator for successful implementation of the application/solution.
- Co-ordination with connectivity service providers, System Integrator of CCTNS and other agencies involved for successful implementation of system at the Data centre and Backup site.
- For Back up site, the system integrator has to configure the system so that a copy of the production data at SDC storage resides at the back up site. The connectivity between SDC and the backup site will be provided by the Department. However, it will be the responsibility of the system integrator to operationalize the back-up process and provide a solution to meet the overall requirement. The System integrator has to provide all requisite licenses, software for back up of data at back up site.
- The System Integrator has to purchase a tape library and associated servers for the back-up purpose at back up site.

4.12.2. SUPPLY, INSTALLATION AND COMMISSIONING OF HARDWARE AND SOFTWARE AT ALL PROJECT LOCATIONS EXCEPT DATA CENTER AND BACKUP SITE

- The selected bidder shall procure and supply all IT (Active and Passive) components. The selected bidder would be required to undertake all the necessary works related to installation of all the components at the locations covered under the project
- Installation shall mean to install and configure / integrate every component and subsystem component, required for functioning of hardware supplied under this tender
- Installation and commissioning of the all IT Infrastructure components including all hardware and software at all project locations.
- All active and passive components as required for setting up the supplied hardware infrastructure to make the required Infrastructure commissioned at the project locations.
- All documentation generated during design, installation and commissioning phase shall always be made available to the Department on request.
- At all police stations, one computer system should be configured for AFIS system i.e. from all Police station web based AFIS application should be accessible.

4.12.3. COMMISSIONING OF NETWORKING SOLUTION AT PROJECT LOCATIONS

As a part of these services, SI has to undertake the followings:

- Co-ordinate with State CCTNS System Integrator, BSNL, SWAN operator for IP addressing schema etc. Configuration of browser etc. and other network related activities for accessing the application from the respective location.

4.12.4. USER CREATION FOR ACCESSING AFIS APPLICATION

The SI is required to create users as per the Department's need so that application is accessible from various locations covered under the project.

4.12.5. SUPPLY, INSTALLATION, CUSTOMIZATION AND COMMISSIONING OF AFIS SOFTWARE, LIVE SCANNER APPLICATION AND SUPPLY INSTALLATION & COMMISSIONING OF EMS SOLUTION AND ANTIVIRUS SOLUTION

- I. Conduct of System Study, requirement study and customize the Application as per the requirement;
- II. Preparation of System Requirements Specifications (SRS) for additional functionalities, workflow, customization, localization and different integration points ;
- III. Preparation of implementation document with respect to Configuration, Customization and integration as per the requirement of Department;
- IV. Solution Development and/or Customization and/or Configuration and/or Extension and/or default workflow configuration and/or Report Development and/or Flexi / parameterized Reporting module Development as required;
- V. Formulation of test plans and test cases for additional functionalities and different integrations (if required);
- VI. Change/Reference document include all the changes or deviations from the base version of the AFIS;
- VII. Testing of the configured AFIS solution, integration and additional functionalities;
- VIII. Enhancements of functions / services as per state specific requirements / integration requirements ;
- IX. Configuration and commissioning and testing of the EMS solution and Antivirus Server;

- X. Conduct User acceptance testing and roll out.
- XI. The AFIS software should be customized and should be available in English and Marathi.

4.12.6. DATA MIGRATION / BACKLOG CONVERSION

Maharashtra Finger Print Bureau has following physical record of convicted and arrested person upto December 2014 :

| Sr No | Type of record | Total No of record |
|-------|------------------|--------------------|
| 01 | Convicted Record | 291990 |
| 02 | Arrestee Record | 272186 |
| Total | | 564176 |

In Maharashtra FACTS system was functioning at Pune & Mumbai for Maharashtra Police. These two systems are not functioning now and backup of databases of ten print finger print image, demographic data and unidentified chance print image data is available on DAT tapes. Records of rolled 10 prints and unidentified chance prints in database are in .fiif format.

The total physical record of finger impression slips are scanned in JPEG format with 500PPI and renamed with PIN numbers. Demographic database and scanned JPEG image database will be provided to the successful bidder and ***it is mandatory for the system integrator to migrate/digitize approximately 5,70,000 finger print paper records / scanned JPEG image database / .fiif format database into NIST format and upload the digitized data into the new AFIS system along with textual / demographic, photographic information. The bidder required to submit data migration approach document, develop the migration tool, demonstrate the "Proof of Concept" (POC) and must insure the quality, integrity, completeness and de-duplication of migrated data.*** Validation and field verification of migrated data should be done by an automated tool at the end of every batch. Such conversion shall take place at Pune / Mumbai / Aurangabad / Nagpur.

Backlog conversion of F.P. Slips will have to be done on new A.F.I.S. as per the need of Maharashtra Police.

The paper records include slips of plain & rolled finger print and demographic information. The figure quoted above is an approximate estimate and records count may be higher at the actual time of data digitization. The bidders are required take into account following facts for costing.

Note –

- Space, Furniture & Power will be provided by Maharashtra Police as per availability of the same.
- The arrangement of necessary equipment for migration such as servers, desktop, storage media, network equipment and necessary network, electrical cabling and payment of power consumption will be the responsibility of the bidder.

4.12.7. INTEGRATION WITH CCTNS, NAFIS, UIDAI DATABASE

- The Bidder needs to integrate proposed AFIS with CCTNS, National AFIS and UIDAI Database.
- ***The Bidder should do feasibility study for integration of proposed AFIS with CCTNS, and provide documentation of solution in technical bid. If necessary, Maharashtra Police will reduce hardware according to the solution of the Bidder.***
- It is to be noted that the bidder is required to integrate the National AFIS and other

mentioned applications in the RFP with the proposed solution. However, if at the time of Go-live National AFIS or other applications are not available then the same need to be integrated in the Operations and maintenance phase by the bidder. An undertaking to that effect should be given by the bidder at that time. If the bidder fails to integrate AFIS application with the above applications during the Operations and Maintenance phase, then the Department may withhold Bidders last half yearly payment.

4.12.8. TRAINING AND CAPACITY BUILDING

The AFIS Vendor has to provide training on the AFIS system to Maharashtra Police personnel as follows.
Training will be of Two Types:

1. User Operating Training
2. System Administrative Training (Consists of AFIS software application, System Software, Hardware & Network Engineering Training)

Training should be an Instructor-Led Training (ILT) conducted by trained and qualified instructors in a classroom setting. To maintain consistency across trainings, standard templates should be used for each component of a module.

The course should have the following components at minimum:

- Course Presentation
- Instruction Demonstrations (Real time AFIS application)
- Hands-on Exercises (Real time AFIS application)
- Job Aids (if required).
- Course Evaluations (Inquisition)

| Level of Trainee | Type of Training | No. of personnel to be trained | Level |
|--|---|---|----------|
| F.P. Expert (Dy. S. P., Insp. & Sub-Insp.) | Training in AFIS software & Laptop, Live scanner & Digital Camera Handling (Operation, Maintenance & Troubleshooting) | Two hundred ninety three (293) | Expert |
| Police Constable / Head Constable | Training in AFIS Software of Enrolment Workstation (Operation, Maintenance & Troubleshooting) | Two thousand two hundred thirty four (2234) | Operator |
| AFIS System Administrator Training (Dy. S. P.(F.P.), Insp.(F.P.), P.S.I.(F.P.)) | System and Network Administrator Extensive training in AFIS software & System software: Installation, configuration, operation, maintenance & troubleshooting; Networking: configuration, operation, maintenance & troubleshooting; Hardware: maintenance & troubleshooting. | Twenty (20) | Expert |

For training and support, the AFIS Vendor should arrange training at DCTCs in each unit/district, Pune, Mumbai, District HQ and Range offices/bureaus with training material. Training shall be in Marathi and

English. Training material should also be in Marathi and English. The AFIS Vendor should give refresher training after every three months for F.P.B. officials for better performance.

It is to be clearly understood that the requirement of training shall be considered to be fulfilled only when the competent authority is satisfied that identified personnel has developed / acquired necessary knowledge / skill / capability and confidence to run the system / project without support from AFIS Vendor. It may require multiple session and refresher training etc. **Also, assessment at the end of each training session is mandatory. Police personnel passing this assessment will be considered as successfully trained. Feedback of the trainer and the training module from the participants is mandatory in the format designed by the DEPARTMENT. At least 75% of the participants should rate the training and the trainer respectively as SATISFACTORY. If not re-training of the batch will be required without any extra cost.**

Note:

1. The AFIS Vendor shall perform any other related work for efficient functioning of said Project as directed by Maharashtra Police from time to time.
2. AFIS Vendor may require system analysis and study of the existing system, and Maharashtra Police requirements in terms of customization of the product, designing of input screens, forms and output reports, connectivity & networking etc. before supply and installation of hardware and software.
3. Input screens, forms and output reports, expert opinion based on 8 to 10 identical minutia and interlinked marking etc. will be required to be approved by fingerprints experts of Maharashtra and Maharashtra Police.

4.13. POST IMPLEMENTATION SUPPORT SERVICES

As part of the post implementation services, the bidder shall provide support for the software, hardware, and other infrastructure provided as part of this RFP. Bidder shall provide five years of comprehensive AMC for all the products / software supplied that includes

1. Warranty support
2. Annual Technical Support (ATS)
3. Handholding Services
 - a. Operations and maintenance services for the server and related infrastructure supplied and commissioned by the bidder for the application at the Data Center and Disaster Recovery Center.
 - b. Central Helpdesk from the Maharashtra Police designated premises.
 - c. Software maintenance and support services.
 - d. Application functional support services

The services shall be rendered onsite from the Maharashtra police designated premises. To provide the support for the police stations, higher offices and other locations across the State / UT where the software, hardware, and other infrastructure will be rolled out, bidder is expected to provide experienced and skilled

personnel support. The bidder will also ensure that there is a Service Center available or setup at each district or a group of districts of the State, as per mutual understanding between State and the bidder. The bidder shall develop a work plan for the knowledge sharing as per scope defined in this RFP for use in future phases of the project.

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| 1 | As part of the warranty services bidder shall provide: |
| I. | Bidder shall provide a comprehensive five year product warranty and five year onsite free service warranty from the Go-live of the project; on all licensed software, AFIS application (online, offline mode), computer hardware and peripherals, networking equipment and other equipment. This 5 years comprehensive warranty would include 5 Years comprehensive warranty on all the products mentioned in the Technical Specifications of the RFP. However it is a responsibility of bidder to maintain the required hardware and software during the implementation phase. |
| II. | Bidder shall provide the comprehensive manufacturer's warranty in respect of proper design, quality and workmanship of all hardware, equipment, accessories etc. covered by the RFP. Bidder must warrant all hardware, equipment, accessories, spare parts, and software etc. procured and implemented as per this RFP against any manufacturing defects during the warranty period. |
| III. | Bidder shall provide the performance warranty in respect of performance of the installed hardware and software to meet the performance requirements and service levels in the RFP. |
| IV. | Bidder is responsible for sizing and procuring the necessary hardware and software licenses as per the performance requirements provided in the RFP. During the warranty period bidder shall replace or augment or procure higher-level new equipment or additional licenses at no additional cost to the Maharashtra Police in case the procured hardware or software is not adequate to meet the service levels. |
| V. | Mean Time between Failures (MTBF) If during contract period, any equipment has hardware failure on four or more occasions in a period of less than three months or six times in a period of less than twelve months, it shall be replaced by equivalent or higher- level new equipment by the bidder at no cost to State . However, if the new equipment supplied is priced lower than the price at which the original item was supplied, the differential cost should be refunded to Maharashtra Police. For any delay in making available the replacement and repaired equipments for inspection, delivery of equipments or for commissioning of the systems or for acceptance tests / checks on per site basis, Maharashtra Police reserve the right to charge a penalty. |
| VI. | During the warranty period bidder shall maintain the systems and repair / replace at the installed site, at no charge to Maharashtra Police, all defective components that are brought to the bidder's notice. |
| VII. | The bidder shall as far as possible repair the equipment at site. |

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| VIII. | In case any hard disk drive of any server, SAN / NAS, or client machine is replaced during warranty / AMC the unserviceable HDD will be property of Maharashtra Police and will not be returned to bidder. |
| IX. | Warranty should not become void, if Maharashtra Police buys, any other supplemental hardware from a third party and installs it within these machines under intimation to the bidder. However, the warranty will not apply to such supplemental hardware items installed. |
| X. | The bidder shall carry out Preventive Maintenance (PM), including cleaning of interior and exterior of all hardware and testing for virus, if any, and should maintain proper records at each site for such PM. Failure to carry out such PM will be a breach of warranty / AMC and the warranty / AMC period will be extended by the period of delay in PM. |
| XI. | Bidder shall monitor warranties to check adherence to preventive and repair maintenance terms and conditions. |
| XII. | The bidder shall ensure that the warranty complies with the agreed Technical Standards, Security Requirements, Operating Procedures and Recovery Procedures. |
| XIII. | Bidder shall have to stock and provide adequate onsite and offsite spare parts and spare component to ensure that the uptime commitment as per SLA is met. |
| XIV. | Any component that is reported to be down on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within the time frame indicated in the Service Level Agreement (SLA). |
| XV. | The bidder shall develop and maintain an inventory database to include the registered hardware warranties. |
| 2 | As part of the ATS, Software Assurance etc. services bidder shall provide following but not limited to : |
| I. | Bidder shall maintain data regarding entitlement for software enhancements, refreshes, replacements and maintenance. |
| II. | If the Operating System or additional copies of Operating System are required to be installed / reinstalled / de-installed, the same should be done as part of ATS. |
| III. | Bidder should carry out any requisite adjustments / changes in the configuration for implementing different versions of Application Software. |

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| IV. | Updates/Upgrades/New releases/New versions of Application software, database, Operating systems. The bidder shall provide from time to time the Updates/Upgrades/New releases/ New versions of the software and operating systems as required. The bidder should provide free upgrades, updates & patches of the software and tools to Maharashtra Police as and when released by OEM without any additional cost. |
| V. | Bidder shall provide patches to the licensed software including the software, operating system, databases and other applications. |
| VI. | Software License Management. The bidder shall provide software license management and control. Bidder shall maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements, and maintenance. |
| VII. | Bidder shall provide complete manufacturer's technical support for all the licensed software problems and/or questions, technical guidance, defect and non-defect related issues. Bidder shall provide a single-point-of-contact at state level for software support and provide licensed software support including but not limited to problem tracking, problem source identification, problem impact (severity) determination, bypass and recovery support, problem resolution, and management reporting. |
| VIII. | The manufacturer's technical support shall at a minimum include online technical support and telephone support during the Maharashtra Police's business hours (Business hours in Maharashtra Police will be from 9 AM hours to 8 PM hours on all days (Mon-Saturday)) with access for Maharashtra Police and bidder to the manufacturer's technical support staff to provide a maximum of 4 hour response turnaround time. There should not be any limits on the number of incidents reported to the manufacturer. Maharashtra Police shall have access to the online support and tools provided by the manufacturer. Maharashtra Police shall also have 24x7 accesses to a variety of technical resources including the manufacturer's knowledge base with complete collections of technical articles. |
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| 3 | As part of the Operation & Maintenance services bidder shall provide: |
| | <p>The scope of the services for overall IT infrastructure management shall include 365x24x7 on site Monitoring, Maintenance and Management of the server and related infrastructure supplied and commissioned by the bidder for the application at the Data Center and Back up Site. The business hours in Maharashtra Police will be from 0900 hours to 2000 hours on all days (Mon-Sat). Bidder will plan these services accordingly. The bidder shall provide the MIS reports in specified format for all the devices installed in the Data Center and backup site in format and media as mutually agreed with the Maharashtra Police on a monthly basis. Whenever required by Maharashtra Police, bidder should be able to provide additional reports in a pre-specified format. The indicative services as part of this support are as below:</p> <ul style="list-style-type: none"> a. System Administration, Maintenance & Management Services b. Application Monitoring Services Request for Proposal for selection of system integrator for deployment of state wide Automated Fingerprint Identification System (AFIS) c. Network Management Services d. Backend Services (Messaging, etc) e. Storage Administration and Management Services f. Backup and Restore Services |
| 4) | As part of the Operation & Maintenance services to provide software maintenance and support services bidder shall provide: |
| i. | The Software Maintenance and Support Services shall be provided for all software procured and implemented by the bidder The bidder shall render both on-site and off- site maintenance and support services to Maharashtra Police to all the designated locations. The Maintenance and Support Services will cover, all product upgrades, modifications, and enhancements. |
| ii. | Updates/Upgrades/New releases/New versions of Application software, database, operating system. The bidder will implement from time to time the updates/Upgrades/New releases/New versions of the software and operating systems as required after necessary approvals from Maharashtra Police about the same. |
| iii. | Tuning of application, databases, third party software's and any other components provided as part of the solution to optimize the performance. |
| iv. | The bidder shall apply regular patches to the licensed software including the operating system and databases as released by the OEMs. |
| v. | Software Distribution - Bidder shall formulate a distribution plan prior to rollout and distribute/install the configured and tested software as per the plan. |

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| vi. | Software License Management - The bidder shall provide for software license management and control. Bidder shall maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements, and maintenance. bidder should perform periodic audits to measure license compliance against the number of valid End User software licenses consistent with the terms and conditions of site license agreements, volume purchase agreements, and other mutually agreed upon licensed software terms and conditions and report to Maharashtra Police on any exceptions to bidder terms and conditions, to the extent such exceptions are discovered. |
| vii. | The bidder shall undertake regular preventive maintenance of the licensed software. |
| B) | As part of the Operation & Maintenance services to provide application functional support services bidder shall provide: |
| i. | The Application Functional Support Services shall be provided for all software procured and implemented by the bidder. The bidder shall render both on-site maintenance and support services to Maharashtra Police. |
| ii. | Enhancements and defect fixes. Bidder shall incorporate technological changes, and provide enhancements as per the requests made by Maharashtra Police. Bidder shall perform minor changes, bug fixes, error resolutions and minor enhancements that are incidental to proper and complete working of the application. |
| iii. | Routine functional changes that include user and access management, creating new report formats, and configuration of reports. |
| iv. | Bidder shall provide user support in case of technical difficulties in use of the software, answering procedural questions, providing recovery and backup information, and any other requirement that may be incidental/ancillary to the complete usage of the application. |
| v. | The bidder shall migrate all current functionality to the new / enhanced version at no additional cost to Maharashtra Police and any future upgrades, modifications or enhancements |
| vi. | The bidder shall perform user ID and group management services. |
| vii. | The bidder shall maintain access controls to protect and limit access to the authorized End Users of the Maharashtra Police. |
| viii. | The services shall include administrative support for user registration, creating and maintaining user profiles, granting user access and authorization, providing ongoing user password support, announcing and providing networking services for users and providing administrative support for print, file, directory server etc. . |

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| 5) | Other services covered under operations and maintenance phase |
| A) | <p>Server Monitoring, Administration & Management Services including the followings :</p> <p>activities shall include:</p> <ul style="list-style-type: none"> • Configuration of server parameters, operating systems administration and tuning. • Operating system administration including but not limited to management of users, processes, resource contention, preventive maintenance and management of upgrades including migration to higher versions and patches to ensure that the system is properly updated. • Re-installation in the event of system crash/failures. • Maintenance of a log of the performance monitoring of servers including but not limited to monitoring CPU, disk space, memory utilization, I/O utilization, etc. • Management of the user names, roles and passwords of all the relevant subsystems including, but not limited to servers, applications, devices, etc. • System administration activities shall include tasks including but not limited to setting up the servers, executing hardware and software updates when necessary. • System administration activities shall include tasks including but not limited to setting up the servers, other activities shall include: <ul style="list-style-type: none"> o Configuring and apportioning storage space o Management and integration of databases o Implementing security on the Internet / Intranet o Setting up of firewalls and authorization systems o Performing periodic backup of data and automating reporting tasks o Executing hardware and software updates when necessary. |
| B) | <p>Database Administration and Management services</p> <p>The activities shall include:</p> <ul style="list-style-type: none"> • End-to-end management of database on an ongoing basis to ensure smooth functioning of the same. • Management of changes to database schema, disk space, storage, user roles etc. • Conduct code and configuration reviews to provide tuning inputs to the State / User Department in order to improve the application performance or resolve bottlenecks if any. • Performance monitoring and tuning of the databases on a regular basis including, preventive maintenance of the database as required. • Management of database upgrade or patch upgrade as and when required with minimal downtime. • Regular backups for all databases in accordance with the backup and archive policies and conduct recovery whenever required with appropriate permissions. |

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| C) | <p>Storage Administration & Management Services:</p> <p>The activities shall include:</p> <ul style="list-style-type: none"> • Installation and configuration of the storage system • Management of storage environment to maintain performance at desired optimum levels and other troubleshooting • Development of storage management policy, configuration and management of disk array, SAN fabric / switches, tape library, etc. • Configuration of SAN & NAS whenever a new application is hosted on the SDC. This shall include activities such as management of storage space, volume, RAID configuration, LUN, zone, security, business continuity volumes, NAS, performance, etc. • Backup of operating system, database and application as per stipulated policies at the SDC. • Monitoring and enhancement of the performance of scheduled backups, schedule regular testing of backups and ensure adherence to related retention policies. • Ensuring prompt execution of on-demand backups of volumes, files and database applications whenever required by User Departments or in case of upgrades and configuration changes to the system. |
| D) | <p>Help Desk Services :</p> <p>The service will provide a Single Point of Contact (SPOC) and also escalation / closure of incidents for the user departments whose infrastructure is hosted at the data center. The activities shall include:</p> <ul style="list-style-type: none"> • Provide Help Desk facility during agreed service period window for reporting user department incidents / issues / problems with the IT infrastructure/ Application etc. • Provide necessary channels for reporting issues to the help desk. The incident reporting channels could be the following: <ul style="list-style-type: none"> o Specific E-Mail account o Telephone Phone Number • Implement a call logging system in line with the severity levels as per the SLAs. • shall handle with help of Ticketing tool software. • Track each incident / call to resolution • Provide feedback to callers. • Analyze the call statistics • Monitoring shall be done with the help of EMS monitoring tools and system logs/counters and therefore the reports and alerts can be auto-generated. • Coordinate with respective vendors for closure of calls. • Analyze the incident / call statistics and provide monthly reports including but not limited to: <ul style="list-style-type: none"> o Type of incidents / calls logged o Incidents / calls resolved o Incidents / calls open |

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| E) | <p>MIS Reports</p> <p>The SI shall submit the reports on a regular basis in a mutually decided format. The following is only an indicative list of MIS reports that may be submitted to the Department:</p> <p>a. Weekly reports</p> <ul style="list-style-type: none"> o Summary of issues / complaints logged at the Help Desk o Summary of resolved, unresolved and escalated issues / complaints o Summary of resolved, unresolved and escalated issues / complaints to vendors. o Log of backup and restoration undertaken. o Issues / Complaints Analysis report for virus calls, call trend, call history, etc. o Summary of systems rebooted. o Summary of issues / complaints logged with the OEMs. |
| | <p>b. Monthly reports</p> <ul style="list-style-type: none"> o Component wise physical as well as IT infrastructure availability and resource utilization o Consolidated SLA / (non)-conformance report. o Summary of component wise Data Centre uptime. o Summary of changes in the Data Centre. o Log of preventive / scheduled maintenance undertaken o Log of break-fix maintenance undertaken <p>c. Incident Reporting</p> <ul style="list-style-type: none"> o Detection of security vulnerability with the available solutions / workarounds for fixing. o Software license violations |
| F) | <p>Application Related Services :</p> <p>Application related services shall complete the entire spectrum of services to be provided by the bidder. The objective of application related services is to facilitate the departments by providing them with “One Stop Shop” for their requirements. As part of these services, the SI shall provide support for bug fixes, enhancements, operational support, and assistance to the User Department. These services have been classified under the following three categories depending upon the extent of application support that may be required by the User Departments:</p> <ul style="list-style-type: none"> a. Application Monitoring b. Application Enhancement c. Application Migration <p>The application management services include but is not limited to :</p> <ul style="list-style-type: none"> • Monitor the departmental applications on a day-to-day basis to ensure that the application functions reliably. • Monitor application to ensure that the application does not suspend, hang etc. • Monitor components, including but not limited to, Application servers, Web Servers, Middleware and other application servers on an ongoing basis to ensure smooth functioning of the applications. • Develop expertise in the application to have the ability to troubleshoot problems, monitor erratic behavior through the application logs. • Coordinate with the application vendor to manage patch upgrade as and when required with minimal downtime. Ensure configuration management and backups of patch to rollback in case of problems. |

4.14. PROJECT PERSONNEL

The successful bidder will provide one full time onsite qualified Project manager for the entire project duration i.e. during implementation and 10 year of post implementation for Maharashtra Police . The support team for DC / back up operations would be on need basis and bidder should appoint suitable number of resources to manage the operations at the required levels. The minimum qualification of the project personnel is given below :

4.14.1. QUALIFICATION ELIGIBILITY FOR PROJECT MANAGER

| Project Manager | |
|------------------------------------|---|
| Desired Qualification / Experience | <ul style="list-style-type: none"> • BE / B. TECH / MCA • Overall experience of 10 years • Experience of computerized project management large scale project of value at least Rs. 10 Cr. • Experience in project administration, coordinating, planning, execution, monitoring and reporting |
| Location | Pune / Mumbai |
| Minimum manpower | 1 |
| Service Window | Business hours. The project manager should be available from the start of the project, Department may levy a penalty of Rs. 500 per week of non-deployment. |

4.14.2. TRAINER / TRAINING FACULTY: THE PERSONNEL DETAILS ARE GIVEN BELOW

| Trainer / Training Faculty | |
|------------------------------------|--|
| Desired Qualification / Experience | <ul style="list-style-type: none"> • BE/B.Tech /MCA/BCA/BSC • Overall experience of 2-3 year of conducting training at Govt. Institutions. • Full computer literacy and excellent fluency in English and Marathi language |
| Location | Various Locations as per need of Maharashtra Police |
| Minimum manpower | 4 |
| Service Window | Business hours. The trainer should be available from the start of the project, Department may levy a penalty of Rs. 500 per week of non-deployment. |

4.14.3.HELPDESK COORDINATOR: THE HELPDESK PERSONNEL DETAILS ARE GIVEN BELOW

| Help Desk Coordinator | |
|------------------------------------|--|
| Desired Qualification / Experience | <ul style="list-style-type: none">• BCA/BSC• Overall experience of 2-3 year of Helpdesk Management• Full computer literacy and excellent fluency in English and Marathi language |
| Location | CID office, Pune |
| Minimum manpower | 1 |
| Service Window | Business hours. The help desk operator should be available from the 24 th week of the project start date, Department may levy a penalty of Rs. 500 per week of non-deployment. |

Data Centre Administrator: The successful bidder has to deploy appropriate number of qualified Data Centre person having experience of 4-5 years of database administration, for managing the DC and back up services. This staff should be deployed for data centre administration should be available from the 14th week of the project start date, Department may levy a penalty of Rs. 500 per week of non-deployment.

4.15. PROJECT DOCUMENTATION

The successful bidder will provide documentation which would cover various aspects of the project. This documentation should be submitted as the project undergoes various stages of implementation. Indicative list of documents include:

- Project Commencement Documentation: Project Plan in giving out micro level activities with milestones & deadlines. It should ideally include documentation on all aspects talked in chapter 6.1.
- Training Plan and Training Material: Training Material will include the presentations used for trainings and also the required relevant documents for the topics being covered.
- User Manuals: User manual will include various details of the work done by the bidder like documents that were digitized, scale of the documents, format of the documents etc.
- Data standards: The successful bidder will provide the technical documents related to database created for the project
- Solution for integration of proposed AFIS with CCTNS, National AFIS and other applications.

4.16. ACCEPTANCE CRITERIA

The AFIS application (both online & offline mode) will be tested for 7 days at designated locations across Bureaus, Districts, Portable AFIS systems, Police station levels along with Server side web application.

The AFIS application (Online & Offline mode) will be considered ready for Go-Live post acceptance by the Technical Committee comprising of Technical experts from CDAC, NIC, Consultants, Finger print Experts & officials from Maharashtra Police. The maximum period for completion of acceptance testing is 12 weeks and final Acceptance Report or Rejection (non-acceptance) Report should be submitted within period of acceptance testing i.e.12 weeks and is binding on both the Successful Bidder & Maharashtra Police.

5. INSTRUCTION TO BIDDER

5.1. TENDER FORM AND TENDER FEE

The tender document is available on website <http://mapo.maharashtra.etenders.in>. This can be downloaded. The bidder should submit a non-refundable Tender Price Rs. 2000/- through online using payment gateway without which tender will be taken as incomplete and non responsive and shall not be considered. The tender fee shall be non refundable.

5.2. ISSUER OF RFP

The issuer of this RFP is Director General of Police, Maharashtra State.

The address for correspondence of the issuer is

OFFICE OF THE DIRECTOR GENERAL OF POLICE, MAHARAHSTRA STATE, MUMBAI
State Police Headquarters,
Old Council Hall,
Shahid Bhagat Singh Marg,
Colaba, Mumbai – 400 001.
Phone: 022- 22023399 / 22049701
Fax: 022- 22023399 / 22026566

5.3. BIDDING SCHEDULE

| # | Parameter | Details |
|-----|---|---|
| 1. | Tender Reference | Tender No.DGP/17/6162/AFIS/26/2012/680 dated 19/03/2015 |
| 2. | Website for downloading tender document | https://mapo.maharashtra.etenders.in |
| 3. | Non-refundable tender cost | Rs. 2000 / - |
| 4. | Earnest Money Deposit | Rs. 50,00,000 /- |
| 5. | Last Date for submission of sealed tender offers | 1100 Hrs on 20/04/2015 |
| 6. | Time and date of Technical bid opening | 20/04/2015 at 1101 Hrs to 30/04/2015 at 1800 in the office of THE DIRECTOR GENERAL OF POLICE, MAHARAHSTRA STATE, MUMBAI State Police Headquarters, Old Council Hall, Shahid Bhagat Singh Marg, Colaba, Mumbai – 400 001 |
| 7. | Date of Technical Presentations by the Bidders | To be declared later |
| 8. | Declaration of short-list of bidders for commercial bid | To be declared later |
| 9. | Time and Date of Opening of commercial Bid | To be declared later |
| 10. | Address for Communication | OFFICE OF THE DIRECTOR GENERAL OF POLICE, |

Request for Proposal for selection of system integrator for deployment of state wide Automated
Fingerprint Identification System (AFIS)

| | | |
|-----|---------------------------|--|
| | | MAHARAHSTRA STATE, MUMBAI State Police Headquarters, Old Council Hall, Shahid Bhagat Singh Marg, Colaba, Mumbai – 400 001 |
| 11. | Contact Telephone Numbers | 022- 22023399 / 22049701 |
| 12. | Contact Fax Numbers | 022- 22023399 / 22026566 |
| 13. | Contact Email ids | ig.prov-mum@mahapolice.gov.in ig.scrb.pune@mahapolice.gov.in |

5.4. GENERAL INSTRUCTION TO BIDDER

- 1. THIS RFP IS NOT TRANSFERABLE.**
- Bidders are advised to study the RFP document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- The response to this RFP should be full and complete in all respects. **INCOMPLETE OR PARTIAL BIDS SHALL BE REJECTED.** The bidder must quote for all the items asked for in this RFP.
- The bidder shall bear all costs associated with the preparation and submission of the bid, including cost of presentation for the purposes of clarification of the bid, if so desired by Maharashtra Police. Maharashtra Police will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- All communications to Maharashtra Police including this RFP and the bid documents shall be signed on each page by the authorized representative of the bidder along with the authority letter attached.
- Project related documentation

5.5. IMPORTANT LIMITS AND VALUES

| S.No | Parameter | Details |
|------|--|--|
| 1. | Price of the Bid document | Rs. 2000/- |
| 2. | Bid Security Amount(Earnest Money Deposit – EMD) | Rs. 50,00,000/- (Rupees Fifty Lakhs Only) in the form of Bank Guarantee from a Nationalized Bank OR online through payment gateway via NEFT / RTGS . |
| 3. | Bid Validity Period | One Year from the date of submission of bids by the bidder(s) |
| 4. | Period for furnishing Performance Bank Guarantee | Within 15 working days of the date of notice of award of the contract |
| 5. | Performance Bank Guarantee value | 10% of the contract value |
| 6. | Performance Bank Guarantee validity period | 3 months beyond Contract period |
| 7. | Period for signing contract | Within 15 working days from date of receipt of notification of award |

5.6. TIMELY SUBMISSION

Bidders are solely responsible for timely submission of the bids. Proposals received after the last date and time of submission will not be considered.

Maharashtra Police may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in such case all rights and obligations of Maharashtra Police and bidders subject to the deadline will thereafter be subject to the deadline as extended.

5.7. AMENDMENT OF RFP DOCUMENT

At any time before the deadline for submission of bids, Maharashtra Police may for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP Document by amending, modifying and/or supplementing the same.

All prospective bidders who have purchased/downloaded this RFP Document shall be notified of any amendments in writing by e-mail or fax and will also be available on the department/GoM website. All such amendments shall be binding on them without any further act or deed on Maharashtra Police part. Prospective bidders are advised to periodically browse the above mentioned websites to find out any further corrigendum/addendum/notice published with respect to this RFP.

In the event of any amendment, Maharashtra Police reserves the right to extend the deadline for the submission of the bids, in order to allow prospective bidders reasonable time in which to take the amendment into account while preparing their bids.

5.8. PRE BID QUERIES

The bidders will have to submit their queries via email to ig.prov-mum@mahapolice.gov.in / ig.scrb.pune@mahapolice.gov.in in the format provided below before 1200 Hrs on 4th April 2015.

| Sr. No. | Bidding Document Reference(s) (Section number / Page number) | Content of RFP requiring clarification | Points of Clarification required |
|---------|--|--|----------------------------------|
| | | | |

Any change w.r.t. pre-bid queries shall be uploaded on the eTendering system as corrigendum. This will form a part of this bid document.

5.9. CLARIFICATION OF OFFERS

To assist in the scrutiny, evaluation and comparison of offers, Director General of Police, Maharashtra State may at its own discretion, ask some or all bidders for clarification of their offer. The request for such clarifications and the response will necessarily be in writing.

5.10. OPENING OF BIDS

Proposals / Bids will be opened in presence of bidder's representatives (if they are present, else it will be opened in presence of the other representatives, officials present). The bids will be opened at the address mentioned above.

Maharashtra Police will open all bids as per schedule mentioned in "Bidding Schedule" above. If all documents mentioned in each parts of proposal are not found, then proposal/bid may be summarily rejected. The bidder's representative willing to attend the opening of the bids shall bring authorization letter. The bidder's representative shall sign the attendance register.

The bidder's name, technical solutions given by bidder, bid prices and presence or absence of requisite bid security and such other details, as Maharashtra Police at its discretion may consider appropriate, will be announced at the time of corresponding openings.

The bids submitted after due date and time shall not be considered for further evaluation, irrespective of the circumstances. Maharashtra Police reserves the right to postpone or cancel a schedule of bid opening at any time.

Note:

- *The date for opening of the Commercial bid will be announced after the opening of technical bid and completion of technical scrutiny*

5.11. CONTACTING MAHARASHTRA POLICE

No bidder shall contact Maharashtra Police on any matter relating to its bid, after opening of commercial bid till contract is awarded. If bidder wishes to bring additional information to the notice of Maharashtra Police he/she can communicate in writing to address given for correspondence. Maharashtra Police reserves the right for consideration of such information.

Any effort by bidder to influence Maharashtra Police in its decision on bid evaluation, bid comparison or contract award may result in disqualification of the bidders bid and forfeiture of the bid security amount.

5.12. BID SUBMISSION INSTRUCTIONS

Two Bids system shall be followed. Technical and Commercial Offers shall be uploaded separately through the eTendering system. The eTendering system will guide the bidder to the stepwise bid submission procedure.

5.13. TENDER EVALUATION COMMITTEE

Tender Evaluation Committee (TEC) constituted by the Maharashtra Police shall evaluate the tenders. The decision of the Evaluation Committee in the evaluation of the **Technical** bids shall be final. No correspondence will be entertained outside the process of negotiation / discussion with the Committee.

5.14. FAILURE TO AGREE WITH TERMS & CONDITION ON RFP

Failure of the successful bidder to agree with the Terms & Conditions of the RFP/Contract shall constitute sufficient grounds for the annulment of the proposal or the award, in which event Maharashtra Police may out rightly reject the proposal or make the award to the next Best Qualified Bidder or call for new Bids.

5.15. ADDRESS FOR BID SUBMISSION AND CORRESPONDENCE

Shri. Hemant N. Nagrale
Addl. Director General of Police (P&C)
Office of the Director General of Police, Maharashtra state
State Police Headquarters,
Old Council Hall,
Shahid Bhagat Singh Marg,
Colaba, Mumbai – 400 001.
Phone: 022- 22023399 / 22049701
Fax: 022- 22023399 / 22026566

6. PROJECT IMPLEMENTATION

6.1. PROJECT TIMELINES

Following table delineates the various project activities and the associated timelines in weeks from the project start date.

| Activity # | Item | Tentative Completion Timelines (Week) |
|------------|---|---|
| 1. | Kick-off meeting with System Integrator | T |
| 2. | Team Mobilization | T+1 |
| 3. | Process and system study | T+4 |
| 4. | Preparation of detail SRS, gap analysis & design document | T+8 |
| 5. | Customization of AFIS software | T+12 |
| 6. | Procurement and installation of Hardware (Server side and client side) | T+14 |
| 7. | Digitization of the existing data (Image and Demographic data of Finger Print Record and Search Slips) | T+20 |
| 8. | Data centre commissioning | T+24 |
| 9. | System Integration, testing and implementation | T+28 |
| 10. | Project Go-live | T+32 |
| 11. | Handholding support of one person per range, bureau(Pune & Mumbai only) for a period of six months post Go-Live of the project | T + 56 |
| 12. | Training | T + 56 |
| 13. | Operations and Maintenance | Ongoing activity for 10 years post Go-live of the project |

Note:

T = Kick-off meeting with System Integrator

The project timelines are tentative and final implementation plan with project time lines will be finalized with the successful bidder

7. SERVICE LEVEL AGREEMENTS

7.1. SERVICE LEVEL OBJECTIVE

The purpose of Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service to be provided by the successful bidder to the department for the duration of this contract. SLA defines the terms of the successful bidder's responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Performance Indicators as detailed in the Agreement. This section defines various Service Level Indicators which will be considered by the department in the Service Level Agreement with successful bidder.

The successful bidder has to comply with all Service Level Agreements (SLAs) defined below to ensure adherence to project timelines, quality and availability of services.

Note:

Penalties shall not be levied on the successful bidder in the following cases:

1. *The non compliance to the SLA has been solely due to reasons beyond the control of the successful bidder*
2. *There is a Force Majeure event affecting the SLA which is beyond the control of the successful bidder*

7.2. SLA DEFINITION AND MONITORING

a. Standard Guideline for SLAs

- Maharashtra Police would report the bug/problem to the system integrator through telephone/email/fax/letter/verbally.

b. Definitions

- (a) **"Scheduled Maintenance Time"** mean the time that the System is not in service due to a scheduled activity as defined in this SLA. The scheduled maintenance time would not be during 11 X6 (9AM to 8 PM) time frame. Further, scheduled maintenance time is planned downtime with the prior permission of DEPARTMENT.
- (b) **"Scheduled operation time"** means the scheduled operating hours of the System for the month. All scheduled maintenance time on the system would be deducted from the total operation time for the month to give the scheduled operation time. The total operation time for the systems and applications within the SDC, Back-Up Site, District Workstations(RQWS), Portable AFIS Unit and Enrolment infrastructure will be 24X7X365. The total operation time for the client site systems shall be the business hours of Department.
- (c) **"System or Application downtime"** means accumulated time during which the System is totally inoperable within the Scheduled Operation Time but outside the scheduled maintenance time and measured from the time DEPARTMENT and/or its employees log a call with the SI team of the failure or the failure is known to the SI from the availability measurement tools to the time when the System is returned to proper operation.

- (d) "Availability" means the time for which the services and facilities are available for conducting operations on the DEPARTMENT systems including application and associated infrastructure. Percentage availability is defined as:

$$\{(\text{Scheduled Operation Time} - \text{System Downtime}) / (\text{Scheduled Operation Time})\} * 100$$

- (e) "Helpdesk Support" shall mean the 11 x6 (9AM to 8 PM) basis support centre which shall handle Fault reporting, Trouble Ticketing and related enquiries during this contract.
- (f) "Incident" refers to any event / abnormalities in the functioning of the any of IT Equipment's / Services that may lead to disruption in normal operations of the Data Centre, System or Application services.

7.3. INTERPRETATION & GENERAL INSTRUCTIONS

- (a) The business hours are 9:00AM to 8:00PM on all days (Mon-Sat). The SI however recognizes the fact that the DEPARTMENT offices will require to work beyond the business hours on need basis.
- (b) "Non-Business Hours" shall mean hours excluding "Business Hours".
- (c) 11X6 shall mean hours between 9 AM -8 PM on all days (Mon-Sat) .
- (d) The SLA parameters shall be monitored on a monthly / quarterly / half yearly basis as otherwise stated as per the individual SLA parameter requirements. The SI is expected to provide the following service levels. In case these service levels cannot be achieved at service levels defined in the tables below, it shall result in a breach of contract and invoke the penalty clause.
- (e) A Service Level violation will occur if the SI fails to meet Minimum Service Levels, as measured on a Quarterly / Half Yearly / Monthly basis, for a particular Service Level. Overall Availability and Performance Measurements will be on a monthly basis for the purpose of Service Level reporting. An "Availability and Performance Report" will be provided by the SI on monthly basis in the DEPARTMENT in the suggested format and a review shall be conducted based on this report. A monthly Availability and Performance Report shall be provided to the DEPARTMENT at the end of every month containing the summary of all incidents reported and associated SI performance measurement for that period.

7.4. MEASUREMENT OF SLA'S

EMS system shall play a critical role in monitoring the SLA compliance and hence will have to be customized accordingly. The contractor / SI shall provide the EMS monitoring tool in the proposal with all required licenses / modules as deemed necessary for monitoring the SLAs. The selected System Integrator (SI) must deploy EMS tool and develop additional scripts (if required) for capturing the required data for SLA report generation in automated way. This tool should generate the SLA Monitoring report in the end of every month which is to be shared with DEPARTMENT on a monthly basis. The tool should also be capable of generating SLA reports for a Quarter. Department will audit the tool and the scripts on a regular basis.

Where required, some of the Service Levels will be assessed through audits or reports e.g. utilization reports, measurements reports, etc., as appropriate to be provided by the SI on a monthly / quarterly basis, in the formats as required by the Department. The tools to perform the audit will need to be provided by the SI. **It may be noted that the SI has to provision for the required tools / licenses/ modules to measure the SLA parameters.**

7.5. CATEGORY OF SLA'S

This SLA document provides for minimum level of services required as per contractual obligations based on performance indicators and measurements thereof. The SI / contractor shall ensure provisioning of all required services while monitoring the performance of the same to effectively comply with the performance levels. The services provided by the Operator shall be reviewed by Department that shall:

- Regularly check performance of the operator against this SLA.
- Discuss escalated problems, new issues and matters still outstanding for resolution.
- Review of statistics related to rectification of outstanding faults and agreed changes.
- Obtain suggestions for changes to improve the service levels.

The SLA has been logically segregated in the following categories:

1. Implementation Service levels
2. Post Implementation Phase SLA
 - Data Centre related SLAs
 - Application performance related SLA
 - SLA for client site Infrastructure
 - SLA for Application support
 - Compliances & Reporting procedure SLAs

7.6. IMPLEMENTATION PHASE SERVICE LEVELS

For any delay in installation and commissioning of the project, Maharashtra Police will charge penalty @ 0.5% of the corresponding milestone value per week or part thereof, subject to a maximum of 10% of the project value.

7.7. POST-IMPLEMENTATION PHASE SERVICE LEVELS

a. Performance related SLAs – Post Implementation SLA

Following outlines service level indicators and the target performance levels to be maintained by the Operator during the contract period.

Table : Performance related SLAs : to be measured through the EMS tool

Request for Proposal for selection of system integrator for deployment of state wide Automated
Fingerprint Identification System (AFIS)

| S.No | SLA Parameter | SLA Target | Periodicity | Penalty |
|--|--|---|--------------------|---|
| 1 | <p>All Servers uptime at Data Centre</p> <p>Any downtime for maintenance shall be with prior written intimation and approval of the Department.</p> | >=99.5 % | <u>Monthly</u> | <p>0.05 % of the Half Yearly Payment (HYP) for every hour of down time at a stretch or in parts up to total down time of 5 hours in a month. This down time shall be calculated over and above the total hours of downtime permissible by Department Beyond 5 hours of down time in a month, 0.1 % of the HYP for every 1 hour of down time at a stretch or in parts.</p> |
| 2 | <p>Peak CPU utilization for Application & Database Servers at DC site.</p> <p>Occurrences wherein the CPU utilization is more than 70% for a sustained period of more than 15 minutes should NOT be more than 9 in a six month period</p> | Not more than 9 such occurrences in a half yearly | <u>Half Yearly</u> | <p>0.25 % of the HYP for every such occurrence beyond 9 in 6 months. In case of more 15 such occurrences and SI fails to augment the servers wherein the utilization of the servers goes beyond permissible limit, then Department may withhold the next payment due.</p> |
| 3 | <p>Storage and Back-up Solution</p> <p>Uptime for SAN / NAS Disk Array and Tape Library including (SAN / NAS, Tape library, SAN Switches etc)</p> <p>Any downtime for maintenance shall be with prior written intimation and approval of the Department.</p> | >=99.5% | <u>Monthly</u> | <p>0.05 % of the HYP for every hour of down time at a stretch or in parts up to total down time of 5hours in a month. This down time shall be calculated over and above the total hours of down time permissible by Department.</p> <p>Beyond 5 hours of downtime in a month, 0.1 % of the HYP for every 1 hour of down time at a stretch or in parts.</p> |
| <p>Note: The System Integrator shall ensure that all relevant events are logged and such logs are made accessible to the Department for review/ report through SLA monitoring tool in a readable and desired format by the Department.</p> <p>Measured using EMS tool /SLA monitoring tool to be provided by System Integrator.</p> | | | | |

Note: Equipment Availability Related penalties shall be governed by the following conditions:

- a) If downtime is due to events related to State Data Centre operations, then the SI shall get a written confirmation from the State Data Centre operator for the same without which the

penalties will be calculated on actual downtime and the factors will be attributable to the Contractor / System Integrator.

b. Performance related SLAs – Post Implementation SLA

Following outlines the service level indicators and the target performance levels to be maintained by the Operator during the contract period.

Table : Performance related SLAs :to be measured through the EMS tool

| S.No. | SLA Parameter | SLA Target | Periodicity | Penalty |
|--|--|--|----------------|---|
| Application performance related SLA | | | | |
| 1 | Data Synchronization Data Synchronization from State Data Centre (SDC) to RQWS at districts, post verification of the Data by the Department Must be achieved with data synchronization time for at-least 98% of the cases in a month being within 6 hours | Within 6 hours for 98% of the cases in a month | <u>Monthly</u> | <ul style="list-style-type: none"> • 0.05 % of the HYP for cases between 96-98 % in an month • 0.1 % of the HYP for cases between 94-96% in an month • 0.25 % of HYP for cases less than 94% in an month |
| 2 | Availability of AFIS Application at Data Centre for use at End Locations Availability of AFIS application (including all components, databases etc.) at Data Centre etc. except the scheduled down time, if any, as approved by Department. | >=99.5 % | <u>Monthly</u> | 0.05 % of the HYP for every hour of down time at a stretch or in parts up to total down time of 5 hours in a month. This down time shall be calculated over and above the total hours of downtime permissible by Department Beyond 5 hours of down time in a month, 0.1 % of the HYP for every 1 hour of down time at a stretch or in parts. |
| Note: | The SI shall ensure that all relevant events are logged and such logs are made accessible to the Department for review/ report through SLA monitoring tool in a readable and desired format by the Department. Measured using EMS tool /SLA monitoring tool to be provided by the System Integrator. Back to back mechanism must be established by the System Integrator for checking the availability of services. Non- availability of even one of the services would amount to no service available for the purpose of this SLA and thus breach. The SLA will be measured at the Data Centre level and will not include the Network time. The SI has to provide suitable EMS module to that effect. | | | |

c. SLA for client site Infrastructure

Time in which a complaint / query is resolved after it has been responded to by the IT service management. This service level will be measured on a monthly basis for each implementation site.

- a) These service levels will be monitored on a monthly basis for each implementation site
- b) The SI is expected to submit a monthly report on the availability to Department.
- c) Covering Client Site Infrastructure Systems
- d) The below tables gives details on the Service Levels the SI should maintain.

Table : SLA for client site Infrastructure – Measured through incidents reported through helpdesk module of EMS

| Components | Resolution time | Penalty |
|--|--|---|
| Computers – Any defect / issue reported with respect to Computer hardware, software, keyboard, mouse and other peripherals supplied with it. | 2days from the time of incident is reported by the Department or its end user | Rs. 500 per day till the issue is resolved. Resolution of issue refers when the end user has reported that the issue is resolved to satisfaction. |
| Printers and its peripherals – Any defect / issue reported with respect to printer functioning other peripherals supplied with it. | 2 days from the time of incident is reported by the Department or its end user | Rs. 250 per day till the issue is resolved. Resolution of issue refers when the end user has reported that the issue is resolved to satisfaction. |
| UPS and its peripherals - Any defect / issue reported with respect to UPS functioning other peripherals supplied with it. | 2 days from the time of incident is reported by the Department or its end user | Rs. 250 per day till the issue is resolved. Resolution of issue refers when the end user has reported that the issue is resolved to satisfaction. |
| Live Scanners and its peripherals - Any defect / issue reported with respect to Live Scanner functioning and other peripherals supplied with it. | 2 days from the time of incident is reported by the Department or its end user | Rs. 250 per day till the issue is resolved. Resolution of issue refers when the end user has reported that the issue is resolved to satisfaction. |
| Laptop and peripherals -Any defect / issue reported with respect to Laptop functioning and other peripherals supplied with it. | 7days from the time of incident is reported by the Department or its end user | Rs. 200 per week till the issue is resolved. Resolution of issue refers when the end user has reported that the issue is resolved to satisfaction. |
| Note : If SI provides suitable replacement of the faulty products then penalty shall not be applicable for the above said items | | |

d. SLA for Application support – Measured through incidents reported through helpdesk module of EMS

| | |
|------------------------|---|
| Level 1 Defects | The failure to fix has an immediate impact on the Department's ability to service its user units, inability to perform critical office functions or a direct impact on the organization. |
| Level 2 Defects | The failure to fix has an impact on the Department's ability to service its user units / that while not immediate, can cause service to degrade if not resolved within reasonable time frames. |
| Level 3 Defects | The failure to fix has no direct impact on the Department's ability to serve its user units, or perform critical office functions. |
| NOTE: | <p>a) This service level will be monitored on a monthly basis</p> <p>b) The below tables gives details on the Service Levels the SI should maintain</p> <p>c) Decisions regarding Level of Bugs / severity of violations will be determined by the Department and final decision of MP Police will be binding to all concerned parties.</p> <p>d) SLA will be applicable for each project locations</p> |

| Service Level Description | Severity of Violation | Measurement | Penalty |
|----------------------------------|------------------------------|---|--|
| Application Support Performance | Critical | Level 1 defect shall be resolved within 6 business hours from the time of reporting fault details. | 0.5% of the HYP for every hour of down time at a stretch or in parts up to total time of 4 hours in a month per bug. This down time shall be calculated over and above the total hours of downtime permissible by Department. |
| Application Support Performance | Medium | Level 2 defects shall be resolved within 72 hours from the time of reporting fault details. | 0.25 % of the HYP for every hour of down time at a stretch or in parts up to total time of 72 hours in a month per bug. This down time shall be calculated over and above the total hours of downtime permissible by Department. |
| Application Support Performance | Low | Level 3 defects shall be resolved within 120 hours from the time of reporting fault details. | 0.1 % of the HYP for every hour of down time at a stretch or in parts up to total time of 120 hours in a month per bug. This down time shall be calculated over and above the total hours of downtime permissible by Department |

e. Compliances & Reporting procedure SLAs

Table: Compliances & Reporting procedure SLAs

| S. No. | Measurement | Definition | Target | Penalty |
|--------|---------------------------|--|---|--|
| 1. | Submission of MIS Reports | The Operator shall submit the MIS reports as requested by the Department as desired | Report for the previous month shall be submitted by the 7th of the next month. Penalty shall be levied only after the 10 th of the month of submission | Rs500 per every week of delay in submission . |
| 2 | Configuration of EMS | EMS/SLA monitoring tool should be configured to give the output as deemed by the Department and should be able to measure the SLAs automatically | Configuration of EMS / SLA monitoring tool to the satisfaction of the Department throughout the Project Duration. The EMS should be configured and tested during the project Go-live and reports should be shown and given to the Department. | 1% of the HYP for every 1 month of delay in submission on an incremental basis to a maximum of 2 %. In case of SI fails to give the required reports then Department may withhold the next due payment. |

8. TERMS AND CONDITIONS

8.1. DEFINITIONS

“System” means application or software

“Bidder” means eligible and reputed companies providing the services as mentioned in Scope of Work

“Successful Bidder/Vendor” means the bidder with whom Maharashtra Police has entered into a Contract

“Contract” means the agreement entered into between the Maharashtra Police and the Bidder, as recorded in the Contract form signed by the parties, including all the attachments and appendices thereto, and all documents incorporated by reference therein

“Maharashtra Police” means Director General of Police, Maharashtra State, Mumbai

8.2. PAYMENT TERMS

The successful bidder will sign a Service Level Agreement (SLA) with Maharashtra Police covering all the required services.

The payment schedule and milestones are divided into two phases:

- a) Implementation Phase
- b) Operations and Maintenance Phase

| S. No. | Payment Milestone | % Payment |
|---|---|-----------|
| Implementation Phase | | |
| 1. | Team Mobilization | 5 % |
| 2. | Process and system study, preparation of detail SRS, gap analysis & design document | 5 % |
| 3. | Digitization of the existing data (Image and Demographic data of Finger Print Record and Search Slips) and import / convert the digitized data(Image and Demographic data) of existing AFIS into the new AFIS system. | 10 % |
| 4. | Customization of AFIS software | 10 % |
| 5. | Procurement and installation of Hardware (Server side and client side) | 15 % |
| 6. | Data centre commissioning | 5 % |
| 7. | System Integration, testing and implementation | 5 % |
| 8. | Project Go-live | 10 % |
| Operations and Maintenance Phase | | |
| 9. | Twenty half yearly installments paid over the 10 years of Operations and Maintenance Services after “Go-Live” | 35 % |

Note - Payments to be made to the system integrator will be made after careful scrutiny of the deliverables and due approval from Maharashtra Police.*

8.3. TERMINATION OF THE CONTRACT

Maharashtra Police reserves the right to cancel the contract at any time if it is not satisfied with the services of the successful bidder or there is breach of any of the condition of this agreement by the successful bidder, provided a period of 10 days has lapsed from the date of serving notice on the successful bidder requiring it to remedy the breach and if the breach has continued up to the date of the termination. **In extreme circumstances the breach cure period can be extended to 30 days provided the bidder gives in writing, valid reasons for extension of breach cure period.**

In this event, the work done till then by the successful bidder shall be taken over by Maharashtra Police. Maharashtra Police reserves the right to appoint a new bidder and hand over to him all the documents to complete the assignment. In such an event, the successful bidder shall not be entitled to receive any payments upon termination of the contract. In such case, upon termination, Maharashtra Police may also impose liquidated damages. Notwithstanding anything to the contrary contained in this agreement successful bidder's collective liability arising out relating to this agreement shall be limited to the fees paid to the successful bidder for which decision of the Maharashtra Police in this regard shall be final and binding on the successful bidder. The successful bidder will be required to pay any such liquidated damages to Maharashtra Police within 30 days of termination date.

8.4. RISK PURCHASE CLAUSE

In case the successful bidder fails to execute the project as stipulated in the delivery schedule; Maharashtra Police reserves the right to procure the similar services from alternate sources at the risk, cost and responsibility of the successful bidder.

8.5. INDEMNITY

The successful bidder shall indemnify, protect and save Maharashtra Police(M.S.), Mumbai against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components (like system software, software tools, hardware etc.) and the services rendered under this tender.

8.6. INTELLECTUAL PROPERTY RIGHTS

All intellectual property rights for the work performed under this RFP as far as data is concerned shall lie with Maharashtra Police. This clause is applicable to all data in any form or format procured, processed, scanned or produced under this RFP by the successful bidder. The successful bidder shall not use such data for any other

purpose during and after the term of contract. In no cases, any document provided by the department is taken out of the space provided to the successful bidder for scanning.

8.7. PERFORMANCE OBLIGATIONS

While providing services as per Scope of Work, the successful bidder shall ensure that there is no infringement of any patent or design rights or violate any intellectual property or other right of any person or entity and shall comply with all applicable Laws, Statute, regulations and Governmental requirements and he/she shall be solely and fully responsible for consequence / any actions due to any such infringement.

8.8. PUBLICITY

Neither Party may use the trademarks of the other Party without the prior written consent of the other Party. Except as required by law or the rules and regulations of each stock exchange upon which the securities of one of the Parties is listed, neither Party shall publish or permit to be published either alone or in conjunction with any other person any press release, information, article, photograph, illustration or any other material of whatever kind relating to this Agreement, the SLA or the business of the Parties without prior reference to and approval in writing from the other Party, such approval not to be unreasonably withheld or delayed.

8.9. FORCE MAJEURE

1. Force Majeure would include natural and unavoidable catastrophe that interrupts the expected course of events.
2. The bidder shall not be liable for penalty, liquidated damages or termination for default, if and to the extent that, his delay in performance or other failure to perform his obligations under the contract is the result of an event of Force Majeure.
3. For purposes of this clause, "Force Majeure" means an event beyond the control of the bidder and not involving the bidder and not involving the bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, instances of, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes which would have an impact on Maharashtra Police
4. If a Force Majeure situation arises, the bidder shall promptly notify Maharashtra Police in writing of such conditions and the cause thereof. Unless otherwise directed by Maharashtra Police, the bidder shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
5. The Force Majeure circumstances and events shall include the following events to the extent that such events or their consequences (it being understood that if a causing event is within the reasonable control of the affected party, the direct consequences shall also be deemed to be within such party's reasonable control) satisfy the appropriate definition as per this agreement. Without limitation to the

generality of the foregoing, Force Majeure Event shall include the following classes of events and circumstances and their effects:

- a. Natural events ("Natural Events") to the extent they satisfy the foregoing requirements including:
 - Any material effect on the natural elements, including lightning, fire, earthquake, cyclone, flood, storm, tornado, or typhoon;
 - Explosion or chemical contamination (other than resulting from an act of war);
 - Epidemic such as plague;
 - Any event or circumstance of a nature analogous to any of the foregoing
- b. Other Events (Political Events) to the extent that they satisfy the foregoing requirements including:
 - Act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo, revolution, riot, insurrection, civil commotion, act of terrorism or sabotage;
 - Strikes, work to rules, go-slows which are either widespread, nation-wide, or state-wide and are of political nature;
 - Any event or circumstance of a nature analogous to any of the foregoing

8.10. RESOLUTION OF DISPUTES

Any dispute arising out of or in connection with Agreement shall in the first instance be dealt mutual negotiations.

Any dispute or difference whatsoever arising between the parties to this Agreement out of or relating to the construction, meaning, scope, operation or effect of this Agreement or the validity of the breach thereof, which cannot be resolved through mutual negotiations, shall be referred to a sole Arbitrator to be appointed by mutual consent of both the parties herein. If the parties cannot agree on the appointment of the Arbitrator within a period of one month from the notification by one party to the other of existence of such dispute, then the Arbitrator shall be nominated by the Secretary IT, Government of Maharashtra. The provisions of the Arbitration and Conciliation Act, 1996 will be applicable and the award made there under shall be final and binding upon the parties hereto, subject to legal remedies available under the law. Such differences shall be deemed to be a submission to arbitration under the Indian Arbitration and Conciliation Act, 1996, or of any modifications, Rules or re-enactments thereof. The Arbitration proceedings will be held at Mumbai/Pune, Maharashtra, India.

8.11. SUBJECT LAWS AND JURISDICTION

The Agreement shall be governed by Indian Laws and the Courts at Mumbai will have jurisdiction to entertain the dispute(s).

8.12. EXIT MANAGEMENT CLAUSE

a. Exit Management Purpose

This clause sets out the provisions, which will apply on expiry or termination of the Agreement. The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Clause.

b. Transfer of Assets

Successful bidder shall be entitled to use the Assets for the duration of the exit management period of **three months** on termination of the Agreement.

c. Confidential Information, Security and Data

Successful bidder will promptly on the commencement of the exit management period, supply to Maharashtra Police or its nominated agencies the following:

Information relating to the current services rendered and performance data relating to the performance of the services; Documentation relating to “Request for Proposal for selection of system integrator for deployment of state wide Automated Fingerprint Identification System (AFIS)” project, project’s Intellectual Property Rights including data and confidential information related to the Project; Project data as is reasonably required for purposes of the Project or for transitioning of the services to its replacing Successful bidder in a readily available format.

All other information (including but not limited to documents, records and Agreements) relating to the services reasonably necessary to enable Maharashtra Police and its nominated agencies, or its replacing Vendor to carry out due diligence in order to transition the provision of the services to Maharashtra Police or its nominated agencies, or its replacing Vendor (as the case may be).

Project Documentation, including but not limited to the following:

- Project Commencement Documentation
- Training Plan and Training Material
- User Manuals
- Data standards

d. Rights of Access to Information

At any time during the exit management period, Successful bidder will be obliged to provide an access of information to Maharashtra Police and/or any replacing vendor to material related to “Request for Proposal for selection of system integrator for deployment of state wide Automated Fingerprint Identification System (AFIS)” project.

e. Exit Management Plan

Successful bidder shall provide Maharashtra Police with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects:

- A detailed program of the transfer process that could be used in conjunction with a Replacement Vendor including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;
- Plans for the communication with such of successful bidder, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on "Request for Proposal for selection of system integrator for deployment of state wide Automated Fingerprint Identification System (AFIS)" project's operations as a result of undertaking the transfer;

During the exit management period, Successful bidder shall use its best efforts to deliver the services.

This Exit Management plan shall be furnished in writing by Successful bidder **within 7 days** from the receipt of notice of termination or before the expiry of the Agreement for "Request for Proposal for selection of system integrator for deployment of state wide Automated Fingerprint Identification System (AFIS)" project.

8.13. LIQUIDATED DAMAGES

In the event of the Bidder's failure to submit the Bonds, Guarantees and Documents and supply the solution / equipment as per schedule specified in this RFP, Maharashtra Police may at its discretion withhold any payment until the completion of the contract. Maharashtra Police may also deduct from the Bidder as agreed, liquidated damages to the sum of **0.5%** of the contract price of the delayed/undelivered services (as per section 6.1 Project Timelines of RFP) for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages shall not exceed more than **10%** of the value of delayed services. This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to Maharashtra Police under the contract and law.

9. ANNEXURE A. TECHNICAL SPECIFICATIONS

The specifications indicated below are minimal specifications and the vendor may suggest higher / better / latest specifications, so as to insure the optimal performance of the system and adhere to response time as indicated in the tender document.

Note- Bidders are expected to design and proposed AFIS technical solution over & above minimum indicative specifications given in the tender document. Any augmentation to Centralized AFIS hardware bill of material required to meet SLA's shall be done by bidder / System Integrator.

Bidder is supposed to provide a 5 years comprehensive warranty on all the products mentioned in the Annexure A – Technical Specifications of the RFP.

Minimum technical specifications for data center and disaster recovery sites:

9.1. Database Server (Intel / AMD 64) – 1 no. (min)

- Minimum 2x hexa core processor with 2.1GHz or above with 1066Mhz FSB / 2000 MT /s expandable to 4 physical processor with min 4 MB L3 cache per processor
- Processor should be latest series/generation for the server model being quoted
- OS support: Microsoft® Windows Server 2003 / 2008, Enterprise Edition / Red Hat® Enterprise Linux 5 & 4 AP / SUSE® Linux Enterprise Server 9 / Solaris for x86
- Memory (RAM): Min. 64 GB scalable to 256 GB
- RAID controller with RAID 0/1/5 with 256 MB cache
- HDD hot pluggable: 4 x 146 GB 2.5" 10 K RPM HDD or more
- Disk bays: Support for min 8 small form factor hot plug SAS / SCSI hard drives in disk drive carriers that slides out from front
- Atleast 4 x 10/100/1000 Mbps Ethernet ports or more
- 2 x 4 Gbps Fiber Channel Ports
- Ports Rear: Two USB ports (Ver 2.0); RJ-45 Ethernet; keyboard and mouse; no parallel port Front: One USB (Ver 2.0)
- Graphics controller: SVGA / PCI bus / ATI® ES 1000 / min 16MB SDRAM std/max / 1280x1024 at 16M colors
- Optical / diskette: 8X / 24X slim-line DVD ROM drive shared across chassis
- Security: Power-on password / admin password / unattended boot / selectable boot / boot without keyboard
- Power supplies: Hot plug redundant AC power supply
- Management feature to identify failed components even when server is switched off.
- Rack Mountable
- It should provide Secure Sockets Layer (SSL) 128 bit
- Encryption and Secure Shell (SSH) Version 2 and support VPN for secure access over internet.
- Should be able to manage systems through a web-browser.
- Warranty : 5 years comprehensive

9.2. One Application & One web server – Total :2 nos (Min)

Blade Chassis Specification

- Single blade chassis should accommodate minimum 2 (Hexa core processor) or higher hot pluggable blades.
- Processor should be latest series/generation for the server model being quoted
- 6U to 12U Rack-mountable
- Dual network connectivity for each blade server for redundancy should be provided. Backplane should be completely passive device. If it is active, dual backplane should be provided for redundancy
- Should accommodate Intel, AMD, RISC / EPIC Processor based Blade Servers for future applications
- Should have the capability for installing industry standard flavors of Windows, Linux, Unix, Solaris for x86 Operating Environments
- Single console for all blades in the enclosure or KVM Module
- DVD ROM can be internal or external, which can be shared by all the blades allowing remote installation of S/W and OS
- Minimum 2 external USB connections functionality
- Two hot-plug, redundant 1Gbps Ethernet module with minimum 10 ports (cumulative), which enable connectivity to Ethernet via switch. Switch should be (Internal/external) having Layer 3 functionality - routing, filtering, traffic queuing etc
- Two hot-plugs, redundant 4 Gbps Fiber Channel for connectivity to the external Fiber channel Switch and ultimately to the storage device.
- Power Supplies
 - Hot Swap redundant power supplies to be provided
 - Power supplies should have N+N. All Power Supplies modules should be populated in the chassis
- Hot Swappable and redundant Cooling Unit
- Management
 - Systems Management and deployment tools to aid in Blade Server configuration and OS deployment,
 - Remote management capabilities through internet browser
 - It should provide Secure Sockets Layer (SSL) 128 bit encryption and Secure Shell (SSH) Version 2 and support VPN for secure access over internet.
 - Ability to measure power historically for servers or group of servers for optimum power usage
 - Blade enclosure should have provision to connect to display console / central console for local management like trouble shooting, configuration, system status / health display
- Built in KVM switch or Virtual KVM feature over IP.
- Dedicated management network port should have separate path for management

- Support heterogeneous environment: AMD, Xeon and RISC/EPIC CPU blades must be in same chassis with scope to run Win2003/2008 Server, Red Hat Linux / 64 Bit UNIX, Suse Linux / 64 Bit UNIX / Solaris x86
- Warranty : 5 years comprehensive

9.3. **Blade Servers**

- Blade can be half / full height with I/O connectivity to backplane
- 2 Hexa core @ 2.93 GHz or above with 12 MB shared L3 cache, 1066 MHz / 2000 MT/s FSB
- Processor should be latest series/generation for the server model being quoted
- Min 64 GB FBD RAM with min 8 Nos. free slots for future expandability.
- Minimum Memory: 64 GB scalable to 128 GB per blade
- The Blade should have redundant 4 Gbps Fiber Channel HBA (only for database server)
- 2 X (1000BASE-T) Tx Gigabit LAN ports with TCP / IP offload engine support / dedicated chipset for network I/O on blade server
- 2 X 146GB HDD or more hot swappable system disk with mirroring using integrated RAID 0,1 on internal disks, or min.16 GB compact flash card to be provided. It should be possible to hot swap the drives without shutting down the server.
- VGA / Graphics Port / Controller
- Should support heterogeneous OS platforms
- Warranty : 5 years comprehensive

9.4. **SAN & NAS Unified Storage**

| |
|--|
| The storage array should support industry-leading operating system platforms & clustering including latest: Windows server, Sun Solaris, HP-UX, IBM-AIX, Linux and Novell Netware. |
| Offered Array should have usable 5 TB capacities scalable to 10 TB with RAID5 protection on 300 GB FC 4Gbps Dual Ported drives and should be scalable to at-least minimum of 96 numbers of Drives. |
| The storage array should support dual redundant, hot pluggable, active-active array controllers with high performance RISC/ASIC based CPUs. |
| Storage array shall be based on latest PCI-e technology to ensure that there is no IO bottleneck. |
| Controllers shall be true active-active and should support automatic changeover in case of controller failure. |
| Offered storage array shall be configurable in a No Single Point of configuration including Array Controller card, Cache memory, FAN, Power Supply etc. |
| Cache shall be mirrored across both controllers. |
| The storage array should have a minimum of 4GB mirrored cache which should be automatically be managed for write operations. |
| Storage box shall have more than 130,000 cache IOPS. |
| Storage box shall support more than 1200MB/sec sequential bandwidth. |

| |
|--|
| Offered storage shall have minimum of 4 host ports and 4 device ports for servers and disk connectivity. |
| Offered storage shall be end to end 4Gbps. |
| The storage array should support hardware-based RAID 0, 0+1, 1, 5, 6 levels. |
| The storage array should support 4Gbps dual-ported 146/300/400GB/450GB hot-pluggable Enterprise FC and S-ATA/F-ATA (1TB) drives in the same disk shelf. |
| Offered storage shall have switching support for disk drives for better performance and lower arbitration. |
| In case of power failure, storage subsystem shall have the capability to keep the uncommitted information inside cache for at-least 96 hours or in the de-staged fashion. bidder shall ensure that in case of de-stage mode, dual redundant standby power supplies are configured. |
| The storage array should support cloning. |
| In case of disk failure inside the storage subsystem, disk re-building time shall have any relation with the number of disk drives in the disk group for better recovery time and to avoid performance issues. |
| Offered storage shall support non-disruptive online firmware upgrade for both controllers and disk drives. |
| Warranty : 5 Years comprehensive |

9.5. Tape Library

| |
|---|
| Offered tape library shall support native data capacity of 6TB (uncompressed) expandable to 12 TB (compressed). |
| Tape library shall provide web based remote monitoring capability. |
| The tape library unit shall be configured with FC LTO Gen4 tape drives. |
| Tape drive architecture in the library shall confirm to Ultra3 SCSI standards. |
| Offered LTO drive in the library shall confirm to the continuous and data rate matching technique for higher reliability. |
| Offered LTO4 drive in the library shall offer optional WORM support and embedded AES 256 bit encryption support. |
| Offered LTO4 drive shall have native speed of 120MB/sec and a compressed speed of 240MB/sec for 2:1 compression. |
| Tape library shall provide Fiber connectivity to SAN / NAS environment. |
| For optimal performance tape library shall provide 4Gbps native interface connectivity to SAN switches. |
| Tape library shall be offered with minimum of 24 slots and barcode reader. |
| Tape library shall support removable magazine and mail slot. |
| 50 nos. of tapes to be provided with the tape library. |
| Warranty : 5 years comprehensive |

9.6. 24 Port Type I Managed Switch

| Items | Specifications |
|-------------------------------|--|
| General specifications | <ul style="list-style-type: none"> • 24 10/100/1000 Base-TX Ethernet ports and 2 nos 1000Base-SX/LX • All ports can auto-negotiate between 10Mbps /100Mbps/ 1000Mbps, half-duplex or full duplex and flow control for half-duplex ports. • Support 8K MAC address. • 56 Gbps or more Switching fabric capacity • Packet Forwarding Rate should be 35.0 Mpps • The switch must support Port Mirroring, Port Trunking and 802.3ad LACP Link Aggregation port trunks • Support IEEE 802.3x flow control for full-duplex mode ports. • Support 802.1D, 802.1S • Support 802.1Q VLAN, IGMP v1, v2 and snooping • 802.1p Priority Queues, port mirroring • Support based on 802.1p priority bits with at least 4 queues • DHCP support • Should support IPv6 • Shaped Round Robin (SRR) or WRR scheduling support. • Support for Strict priority queuing. |
| Access control | <ul style="list-style-type: none"> • Support port security • Support 802.1x (Port based network access control). • Support for MAC filtering. |
| VLAN | <ul style="list-style-type: none"> • Support 802.1Q Tagged VLAN and port based VLANs • The switch must support dynamic VLAN Registration or equivalent • Dynamic Trunking protocol or equivalent |
| Protocol and traffic | <ul style="list-style-type: none"> • Network Time Protocol or equivalent Simple Network Time Protocol support • Switch should support traffic segmentation • Traffic classification should be based on user-definable application types: TOS, DSCP, Port based, TCP/UDP port number |
| Management | <ul style="list-style-type: none"> • Switch needs to have RS-232 console port for management via a console terminal or PC • Must support SNMP |
| Warranty | 5 years comprehensive warranty |

9.7. 48 Port Switch

| Items | Specifications |
|-------------------------------|--|
| General specifications | <ul style="list-style-type: none"> • 48 10/100/1000 Base-TX Ethernet ports and 2 nos 1000Base-SX/LX ports • Should support 802.3af POE on all 48 1000Base Tx ports. • All ports can auto-negotiate between 10Mbps/ 100Mbps/ 1000Mbps, half-duplex or full duplex and flow control for half-duplex ports. • Support 8K MAC address. • 104 Gbps or more Switching fabric capacity • Packet Forwarding Rate should be 70.0 Mpps • The switch must support Port Mirroring, Port Trunking and 802.3ad LACP Link Aggregation port trunks • Support IEEE 802.3x flow control for full-duplex mode ports. • Support 802.1D, 802.1S • Support 802.1Q VLAN, IGMP v1, v2 and snooping & 802.1p Priority |

| | |
|-----------------------------|--|
| | <p>Queues, port mirroring</p> <ul style="list-style-type: none"> • Support based on 802.1p priority bits with at least 4 queues • DHCP support • Shaped Round Robin (SRR) or WRR scheduling support. • Support for Strict priority queuing. |
| Access control | <ul style="list-style-type: none"> • Support port security • Support 802.1x (Port based network access control). • Support for MAC filtering. |
| VLAN | <ul style="list-style-type: none"> • Support 802.1Q Tagged VLAN and port based VLANs • The switch must support dynamic VLAN Registration or equivalent • Dynamic Trunking protocol or equivalent |
| Protocol and traffic | <ul style="list-style-type: none"> • Network Time Protocol or equivalent Simple Network Time Protocol support • Switch should support traffic segmentation • Traffic classification should be based on user-definable application types: TOS, DSCP, Port based, TCP/UDP port number |
| Management | <ul style="list-style-type: none"> • Switch needs to have RS-232 console port for management via a console terminal or PC • Must have support SNMP |
| Warranty | 5 years comprehensive warranty |

9.8. AFIS workstations (For bureaus, district units)

| Sr. No. | Description | |
|---------|---------------------|--|
| 1. | Make | Must be Specified. Manufactured in Plant having Cert (ISO 9000 & 14001) |
| 2. | Model | Must be Specified. All the relevant product brochures and manuals must be submitted as per specifications. |
| 3. | Processor | Intel® Core™ i7 Processor @ 3.4 GHz with Q57 express Chipset with 8 MB Cache or AMD Phenom II X6 1100T processor @ 3.4 GHz with AMD 785 chipset with 8 MB Cache or equivalent |
| 4. | Memory Type | 4 GB DDR3 1066 MHz - Synch DRAM UPGRADABLE to 8 GB Min. 1 DIMM Slot free for future upgrades |
| 5. | Mother board | OEM Motherboard with 2 PCI , PCI Express x 16 downward compatible to PCI Express x1, 1- Serial, 1- RJ45, 1-VGA, 4-USB, Line in line out, mic, Integrated graphics and sound device |

| | | |
|-----|----------------------------------|---|
| 6. | Internal hard disk /speed | 1TB (3.5") SATA-II 3.0GB/s with NCQ @ 7200 rpm |
| 7. | Optical Drive | DVDRW (OEM make) |
| 8. | Display size | 21" Wide TFT 1024 X 768, Above TCO 03 Certified. Monitor of the same make of offered PC brand |
| 9. | Display controller | Integrated (on board) graphics |
| 10. | Ethernet and ports | Integrated 10/100/1000 Mbps Gigabit LAN, with Wake On LAN Support, One serial port , Min 4 USB 2.0 port of which at least two should be on front side, 1- Parallel, 2- PS2, 1- RJ45, 1-VGA, 2 Line-in (stereo/microphone); 2 Line-out (headphone/speaker) |
| 11. | Form Factor | Convertible Minitower |
| 12. | Bilingual Keyboard | Heavy duty Bi-lingual (INSCRIPT) Etched Membrane Keyboard |
| 13. | Pointing device | Optical Mouse with scroll wheel |
| 14. | Power Supply | 250 watts or more Surge Protected SMPS Compliance Onboard line purification (Active/Passive Power Factor Correction) Shielded/Sheathed cable AC ripple voltage should not exceed ± 0.1 Volts. Variation in voltage at each rail should not exceed 3% under Idle and Full load. |
| 15. | Power Management | APM (Advanced Power Management)/ ACPI (Advance Configuration & Power Interface) feature. |
| 16. | Security | a. Set up password b. Power On Password c. Security Loop d. Administrator Password e. Serial, Parallel & USB interface control. |
| 17. | Accessories | Good quality Mouse Pad and Dust Covers |
| 18. | Operating System | Preloaded with 64 bit Linux based OS or preloaded 64 bit Windows based OS with Certificate of Authenticity recovery / restore media CD along with patches and updates for 5 years. |
| 19. | Office Productivity Suite | Pre installed with Office suite |

| | | |
|-----|-----------|--|
| 20. | Antivirus | Preloaded with Antivirus along with patches & Updates during the operations and maintenance period post Go-Live. |
| 21. | Warranty | 5 years comprehensive warranty |

9.9. Enrollment Workstations (For police stations)

| Sr. No. | Description | |
|---------|---------------------------|---|
| 1. | Make | Make proposed for the desktop should be among the top 5 companies in the India region in any of the previous two Quarters as published in IDC/ Gartner/ Frost and Sullivan report. |
| 2. | Model | Must be Specified. All the relevant product brochures and manuals must be submitted as per specifications. |
| 3. | Processor | Fourth Generation Intel Core i5 Clock frequency: 3.3 Ghz, Cache Memory: 6 MB or AMD FX series, Clock Frequency: 3.6 Ghz, Cache Memory: 12 MB |
| 4. | Memory Type | 4 GB DDR3 SDRAM @ 1066 MHz expandable to 8 GB Min. 1 DIMM Slot free for future upgrades |
| 5. | Mother board | OEM Motherboard with 2 PCI, PCI Express x 16 downward compatible to PCI Express x1, 1- Serial, 1- RJ45, 1-VGA, 4-USB, Line in line out, mic, Integrated graphics and sound device |
| 6. | Internal hard disk /speed | 500 GB SATA HDD@ 7200 rpm |
| 7. | Optical Drive | DVDRW (OEM make) |
| 8. | Display size | 18.5" Wide TFT 1024 X 768, Above TCO 03 Certified. Monitor of the same make of offered PC brand |
| 9. | Display controller | Integrated (on board) graphics |
| 10. | Ethernet and ports | Integrated 10/100/1000 Mbps Gigabit LAN, with Wake On LAN Support, One serial port , Min 4 USB 2.0 port of which at least two should be on front side, 1- Parallel, 2- PS2, 1- RJ45, 1-VGA, 2 Line-in (stereo/microphone); 2 Line-out (headphone/speaker) |
| 11. | Form Factor | Convertible Minitower |
| 12. | Bilingual Keyboard | Heavy duty Bi-lingual (INSCRIPT) Etched Membrane Keyboard |
| 13. | Pointing device | Optical Mouse with scroll wheel |
| 14. | Power Supply | 280 watts or less |
| 15. | Accessories | Good quality Mouse Pad and Dust Covers |

| | | |
|------------|----------------------------------|--|
| 16. | Operating System | Preloaded with 64 bit Linux based OS or preloaded 64 bit Windows based OS with Certificate of Authenticity recovery / restore media CD along with patches and updates for 5 years. |
| 17. | Office Productivity Suite | Pre installed with Office suite, Adobe Reader |
| 18. | Antivirus | Preload with Symantec/ McAfee/ eScan/ Quick Heal/ Trend Micro/ e Trust along with patches & updates for 5 years |
| 19. | Certifications | TCO 05 certified monitor Energy Star 5.0 or above/ BEE star certified 80 Plus Energy Efficiency RoHS for environmental safety |
| 20. | Warranty | 5 years comprehensive warranty |

9.10. Notebook Computer (For portable AFIS)

| Sr.No. | Description |
|---------------|--|
| 1. | CPU: Intel i7 processor with Turbo Boost Technology 3.4 GHz or Higher with 4 MB Integrated Cache or AMD Phenom II X6 1100T processor @ 3.4 GHz with 4 MB Cache or equivalent |
| 2. | Chipset: Intel QM 67 express or AMD 785 chipset or equivalent |
| 3. | OEM Motherboard |
| 4. | BUS: PCI |
| 5. | RAM: 4 GB, 1066 MHz DDR3 SDRAM, can be expandable at least up to 32 GB |
| 6. | Internal DVD Writer: DVD writer read/ write/rewrite, SATA interface internal and with accessories |
| 7. | NETWORK: Integrated 10/100 Mbps on board, wi-fi, Bluetooth support |
| 8. | Screen: 15" or higher. |
| 9. | GRAPHICS : onboard 1GB card |
| 10. | MOUSE: Optical USB Scroll Mouse(OEM or Microsoft)and driver software |
| 11. | PORTS: 4USB ports, Built in webcam |
| 12. | Carry Case (rugged and with a provision to carry live scanner and digital camera). |
| 13. | Preloaded with 64 bit Linux based OS or preloaded 64 bit Windows based OS with Certificate of Authenticity recovery / restore media CD along with patches and updates for 5 years. |
| 14. | POWERSUPPLY: Power Adaptor. |
| 15. | HDD: 500GB HDD (7200 RPM) SATA. |

| | |
|------------|---|
| 16. | Antivirus support - Symantec / McAfee / Quick Heal along with Patches and Updates |
| 17. | Warranty : 5 years comprehensive |

9.11. Network Printer (For Bureaus)

| Sr.No. | Description | Specifications |
|--------|---------------------------------------|---|
| 1. | Print speed, black (pages per minute) | 27 ppm or higher |
| 2. | First page out, black | 10 secs |
| 3. | Processor | 256 MHz or higher |
| 4. | Monthly volume, minimum | 10,000 pages |
| 5. | Print technology | Laser |
| 6. | Print quality, black | 1200 x 1200 dpi |
| 7. | Paper trays, max. | 4 |
| 8. | Input capacity, max. | 250 sheets |
| 9. | Standard envelope capacity | 10 envelopes |
| 10. | Envelope feeder | Yes, 75 envelopes |
| 11. | Output capacity, std. | 250 sheets |
| 12. | Duplex printing | Automatic |
| 13. | Media sizes, std. | Letter, legal, executive, envelopes |
| 14. | Media sizes, custom | 3 x 5 in to 8.5 x 14 in |
| 15. | Media type | Paper (plain, bond, recycled, preprinted, letterhead), transparencies, labels, card stock |
| 16. | Paper handling | Duplex printing accessory, 75 envelope power feeder, additional 500-sheet paper feeder |
| 17. | Memory, std. | 128 MB |
| 18. | Memory, max. | 256 MB |
| 19. | Memory slots | 3 dual in-line memory module (DIMM) slots |
| 20. | Connectivity | IEEE 1284-compliant bi-directional parallel, USB, internal print server (EIO) for Fast Ethernet 10/100Base-T, 1 open EIO slot |
| 21. | Print drivers | Windows 2000, XP, Vista and 7; Macintosh |
| 22. | Cover | Dust cover |

| | | |
|------------|-----------------|--------------------------------|
| 23. | Toner | 1 additional toner |
| 24. | Warranty | 5 years comprehensive warranty |

9.12. Laser Printer (For District units, police stations)

| Sr.No. | Specifications | |
|---------------|---------------------------------|---|
| 1. | Print speed black, best quality | 20 ppm or higher |
| 2. | Print resolution | 1200x1200 dpi |
| 3. | First page out | 9 seconds or less |
| 4. | Duty cycle, pages per month | 8,000 |
| 5. | Memory | Minimum 8 MB |
| 6. | Duplex printing | Auto |
| 7. | Media sizes, std | A4, Letter, legal |
| 8. | Media types | Paper (plain), labels, envelopes, card stock |
| 9. | Connectivity | IEEE 1284-compliant parallel port, Fast Infrared (FIR) port, universal serial bus (USB) port, 1 open EIO slot |
| 10. | OS Support | 64 bit Linux based OS or 64 bit Windows based OS, Windows XP, Vista, Linux or earlier versions of Windows |
| 11. | Certification | Energy Star |
| 12. | Prints color | No |
| 13. | Print technology | Laser |
| 14. | Cover | Dust Cover |
| 15. | Toner | 1 additional toner |
| 16. | Warranty | 5 years comprehensive warranty |

9.13. Flatbed Scanners (For Bureaus, districts)

| Sr.No. | Specifications | |
|---------------|-----------------------|---|
| 1. | Type | Flatbed |
| 2. | Resolution | 4800 X 9600 ppi optical resolution |
| 3. | Bit Depth | 48 - bit color(true 48-bit hardware and software) |
| 4. | Scaling | 10 to 2000% |

| | | |
|-----|-----------------------|--|
| 5. | Document size | A4 |
| 6. | Interface | USB 2.0 |
| 7. | LAN Network Protocols | TCP/IP, NetBEUI |
| 8. | Multiple File Formats | Bitmap, TIF, GIF, PDF, HTML, JPEG, FPX, TEXT, TIF Compressed, PCX, RTF, PNG, WMF |
| 9. | Cover | Dust Cover |
| 10. | Warranty | 5 years comprehensive warranty |

9.14. UPS for Pune & Mumbai Bureaus

| | |
|-------------------------------|---|
| UPS for 120min backup (15KVA) | <ul style="list-style-type: none"> • Battery backup: mini. 120 minutes • Rating: 15KVA • PWM Technology using Microprocessor Controlled, True On-Line Double Conversion Technology, switching frequency : 20KHz or higher • Crest Factor: Minimum 3:1 at full load • Output Wave Form: Sine wave • Cold Start feature (DC Power on) Should be provided • Input Power Factor at Full Load > 0.90 • Input: Single Phase 3 Wire • Input voltage: 160 V AC to 260 V AC • Input frequency: 50 Hz +/- 3Hz • Output Voltage: 230V AC, Single Phase, +/- 2% from no load to full load and over entire input voltage/frequency range) • Output Frequency: 50Hz +/- 0.5% (Free running); +/- 3% (Sync. Mode) • Inverter efficiency: >85% • Over All AC-AC Efficiency: >85% • Static Switch (Bidirectional): Should be provided and should take care of 100% load transfer • Load Power Factor: Should be at least 0.7 lagging (i.e. 5KVA = 3.5KW or better) • Overload Capacity: 105%-infinite, 125%-1 Minute, 150%-1 second • UPS Shutdown: UPS should shutdown with an alarm and indication on following conditions 1) Output over voltage 2) Output under voltage 3) Battery low 4) Inverter overload 5) Over temperature 6) Output short • Protections: Input should have MCB and output should be electronically protected, also battery connection should have MCB/MCCB/Fuse, surge protection, battery low warning • Bypass Switch: Required for all ratings • Total Harmonic Distortion: <3% for linear load and <8% for Non-Linear Load • Indicators: AC Mains, Load on Battery, Load Level, Battery Low Warning, Inverter On, UPS on Bypass, Overload, etc • Metering: Input Voltage, Output Voltage and frequency, battery voltage, output current etc (LCD /LED or through Software) • Battery: Sealed Maintenance Free • Battery housings: Closed housing in a cubicle with suitable louvers or racks • Audio Alarm: Battery low, Mains Failure, Over temperature, Inverter overload, Fault, etc. • Operating Temperature: 0 to 45 degrees centigrade |
|-------------------------------|---|

| | |
|--|--|
| | <ul style="list-style-type: none"> • Humidity: 10-90% Relative humidity • Warranty: OEM Warranty on site for five years for UPS and battery • Short Circuit Protection: MCB/MCCB should trip or UPS should shutdown without blowing any fuses • Input Over Voltage: UPS should be absolutely safe in case of high voltage at input |
|--|--|

9.15. UPS for Bureaus, district units, Police stations

| Parameter | Technical Specifications |
|---|--|
| UPS Make | Please specify make. Must be manufactured in plant that is ISO 9000/9001. Provide the copy of the Certification. |
| Battery Make | Please specify the Make of the Battery. The battery employed must be manufactured in plant that is ISO 14001 compliant. Provide Copy of Certification. |
| Model | Please specify model name and/or code. All the relevant product brochures & manuals related to the model must be submitted. |
| Capacity | 1 KVA |
| Battery Backup | 20 min |
| Technology | Online UPS with isolation transformer/IGBT rectifier technology. PWM technology using Microprocessor Controlled, True On-Line Double Conversion Technology, switching frequency: 20 KHz or higher. |
| Inverter Technology | True On-line Double Conversion, Must be IGBT |
| Crest Factor | Minimum 3:1 at full load |
| Output wave form | Sine Wave |
| Cold start feature (DC Power On) | Should be provided |
| Input Power factor at full load | >0.90 |

| | |
|--------------------------------------|--|
| Input | Single Phase 3 Wire |
| Input Voltage Range | 160-260 Volt |
| Input Frequency | 50 +/- 3 Hz |
| Output Voltage | 230 Volt AC, Single Phase, +/-2% from no load to full load and over entire input voltage/frequency range |
| Output Frequency | 50Hz+/- 0.5% (Free running); +/- 3% (Sync. Mode) |
| Inverter efficiency | >85% |
| Overall AC-AC efficiency | >85% |
| Static Switch (Bidirectional) | Should be provided and should take care of 100% load transfer |
| Load Power Factor | Should be at least 0.7 lagging |
| Overload Capacity | UPS shall withstand 20% overload for 10 minutes and 50% over load for one minute. |
| UPS Shutdown | UPS should shutdown with an alarm and indication on following conditions: 1)Output over voltage 2)Output under voltage 3)Battery low 4)Inverter overload 5)Over temperature 6)Output short |
| Protections | Input should have MCB and output should be electronically protected, also battery connection should have MCB/MCCB/Fuse, surge protection, battery low warning |
| Bypass Switch | Required for all ratings |

| | |
|----------------------------------|---|
| Total Harmonic Distortion | <3% for linear load and <8% for Non-Linear Load |
| Indicators | AC Mains, Load on Battery, Load Level, Battery Low Warning, Inverter On, UPS on Bypass, Overload, etc |
| Battery | Sealed Maintenance Free |
| Battery housings | Closed housing in a cubicle with suitable louvers or racks |
| Audio Alarm | Battery low, Mains Failure, Over temperature, Inverter overload, Fault, etc. |
| Communication Interface | RS 232, with Monitoring and Shutdown software |
| EMI/ RFI Noise Filter | To meet Standard Conformances |
| Cabinet | Tower Type |
| Remote Monitoring | Optional, should be available through SNMP adapter |
| Audible Noise | <50 dBA at 1 meter |
| Operating Temperature | 0 to 45 degrees centigrade |
| Humidity | 10-90% relative humidity |
| Warranty | OEM onsite warranty, 5 years for UPS and battery |
| Short Circuit Protection | MCB/MCCB should trip or UPS should shutdown without blowing any fuses |
| Input Over Voltage | UPS should be absolutely safe in case of high voltage at input |

9.16. Finger print enrollment device (FED)

Live Scanner (FED) with software capable to take Rolled, Plane Ten Finger Print for enrolment workstations at police stations level. All Live scan components proposed shall meet the following industry standards governing

image capture & compression. It should be fully integrated and complaint with proposed State AFIS system, i.e. FED should be directly operated from State AFIS application as well as from stand alone application provided by the bidder. The bidder will develop all necessary interfaces and tools for integration with State / NAFIS. All required drivers and API will be procured by bidder.

| Sr. No. | Description | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|---|--|--------------------------------|--------|---------------|----------------|--------------|--|---------------------------------|---|--------------------------|-----------------------------------|---------------|--|-----------|---------|---------------------|--|----------------------------|---|---------------------------------|---|---------------|--|--|--|
| 1. | <ol style="list-style-type: none"> 1. It Should comply FBI-IQS specifications (FBI Appendix F) 2. Full Compliance with Wavelet Scalar Quantization Grayscale Image Compression Specification. 3. Full Compliance with ANSI Data format for the interchange of Finger Print, Facial & SMT Information (ANSI/NIST-ITL 1-2010). 4. Full Compliance with IAFIS Image Quality specification, Electronic Finger Print Transmission specification (EFTS Appendix F) (CJIS-RS-0010 V7). 5. Capture mechanism: Single-finger rolls and two thumbs, Four-finger slaps 6. Roll live scanner must be capable of capturing at least 80% of full roll arc length from nail edge to nail edge 7. Roll finger capture from left to right and right to left should be possible <p>Live Scanner should be fully integrated with proposed AFIS, i.e. live scanner can be directly operated from AFIS as well as Finger Print Images (Rolled and Slab) and demographic details captured through Live Scanner Application Software can be imported directly to AFIS. System integrator will develop all necessary interfaces and tools for AFIS and Live Scanner Integration. All required drivers and API will be procured by System integrator only.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2. | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2">Key Features and Specifications:</td></tr> <tr> <td>Resolution of resulting images</td><td>500ppi</td></tr> <tr> <td>Dynamic Range</td><td>256 gray scale</td></tr> <tr> <td>Sensing Area</td><td>1 platen (single prism, single imager, uniform capture area) for rolling and taking plain and Slap impressions of finger No moving part in the optics deck</td></tr> <tr> <td>Time for scanning a fingerprint</td><td>Maximum 4 seconds (for slaps – 5 seconds)</td></tr> <tr> <td>Image Compression Method</td><td>WSQ – compression (Maximum: 1:15)</td></tr> <tr> <td>Image Quality</td><td>Complies with FBI's IAFIS Image Quality Specification: CJIS-TD-0110; CJIS-RS-0010 (v7) app. F Complies with STQC Certificates of approval to be provided by the vendor</td></tr> <tr> <td>Interface</td><td>USB 2.0</td></tr> <tr> <td colspan="2">Capabilities</td></tr> <tr> <td>Automatic finger detection</td><td>System should detect finger automatically</td></tr> <tr> <td>Calibration and Diagnostic Test</td><td>Factory calibrated and sealed, with self test / diagnostics at start-up</td></tr> <tr> <td>Quality Check</td><td>The system issues a message regarding the quality of rolled and plain fingerprint images prior to capturing next finger.</td></tr> <tr> <td>Slap Segmentation / Automatic Sequence Checking and Correction</td><td>Real time and display Automatic segmentation of four slap and two thumbs finger print images in single flat images. Real time display of slap segmentation on acquisition screen. Slanted slaps should be automatically segmented. System should be able to spot sequence error and should</td></tr> </table> | Key Features and Specifications: | | Resolution of resulting images | 500ppi | Dynamic Range | 256 gray scale | Sensing Area | 1 platen (single prism, single imager, uniform capture area) for rolling and taking plain and Slap impressions of finger No moving part in the optics deck | Time for scanning a fingerprint | Maximum 4 seconds (for slaps – 5 seconds) | Image Compression Method | WSQ – compression (Maximum: 1:15) | Image Quality | Complies with FBI's IAFIS Image Quality Specification: CJIS-TD-0110; CJIS-RS-0010 (v7) app. F Complies with STQC Certificates of approval to be provided by the vendor | Interface | USB 2.0 | Capabilities | | Automatic finger detection | System should detect finger automatically | Calibration and Diagnostic Test | Factory calibrated and sealed, with self test / diagnostics at start-up | Quality Check | The system issues a message regarding the quality of rolled and plain fingerprint images prior to capturing next finger. | Slap Segmentation / Automatic Sequence Checking and Correction | Real time and display Automatic segmentation of four slap and two thumbs finger print images in single flat images. Real time display of slap segmentation on acquisition screen. Slanted slaps should be automatically segmented. System should be able to spot sequence error and should |
| Key Features and Specifications: | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Resolution of resulting images | 500ppi | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dynamic Range | 256 gray scale | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sensing Area | 1 platen (single prism, single imager, uniform capture area) for rolling and taking plain and Slap impressions of finger No moving part in the optics deck | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Time for scanning a fingerprint | Maximum 4 seconds (for slaps – 5 seconds) | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Image Compression Method | WSQ – compression (Maximum: 1:15) | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Image Quality | Complies with FBI's IAFIS Image Quality Specification: CJIS-TD-0110; CJIS-RS-0010 (v7) app. F Complies with STQC Certificates of approval to be provided by the vendor | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Interface | USB 2.0 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Capabilities | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Automatic finger detection | System should detect finger automatically | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Calibration and Diagnostic Test | Factory calibrated and sealed, with self test / diagnostics at start-up | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Quality Check | The system issues a message regarding the quality of rolled and plain fingerprint images prior to capturing next finger. | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Slap Segmentation / Automatic Sequence Checking and Correction | Real time and display Automatic segmentation of four slap and two thumbs finger print images in single flat images. Real time display of slap segmentation on acquisition screen. Slanted slaps should be automatically segmented. System should be able to spot sequence error and should | | | | | | | | | | | | | | | | | | | | | | | | | | |

Request for Proposal for selection of system integrator for deployment of state wide Automated Fingerprint Identification System (AFIS)

| | | |
|----------|---|--|
| | | be able to place wrong sequence t correct in 10 digit slip. Slap segmentation algorithm should comply with the NIST standards. |
| | Automatic change to the next finger | If the image quality is good, the system offers to scan the next finger |
| | Both Direction Capturing | Capability to allow the fingers to be rolled in a left to right or right to left direction when taking the rolled impressions. |
| 3 | Warranty | 5 years comprehensive warranty |
| 4 | General Features | |
| | The FED and associated software should have capability to configure in all official languages of State/UT in India | |
| | Should have capability of producing and accurately printing ten digit and plain FP slip with mug shot and other demographic data. | |
| | Option for marking amputated and bandaged /webbed fingers, it should reflect in the printout of 10 digit slips | |
| | The system should have biometric user access management module, application login and database level for authorized usage. | |
| | Should have mechanism to capture FP in all weather and all types (dry and Wet) | |
| | Should have power and acquisition status indicator on the device. | |
| | Should have mounting bracket for fixing on table top (preferred) | |

9.17. Palm Print /Finger print Enrollment Device (For portable AFIS)

| Sr. No | Description | |
|----------|---|---------|
| 1 | <p>a) It Should comply FBI-IQS specifications (FBI Appendix F)</p> <p>b) Full Compliance with Wavelet Scalar Quantization Grayscale Image Compression Specification.</p> <p>c) Full Compliance with ANSI <u>Data Format for the Interchange of Fingerprint & other Biometric Information: ANSI/NIST-ITL 1-2010 (or higher preferred).</u></p> <p>d) Full Compliance with IAFIS Image Quality specification, Electronic Finger Print Transmission specification (EFTS Appendix F) (CJIS-RS-0010 V7).</p> <p>e) Capable to capture Palm Print, Writers Palm, Single-finger rolls, Single-finger flats, Four-finger slaps, both thumbs.</p> <p>Palm Print Live Scanner should be fully integrated with proposed AFIS, i.e. it can be directly operated from AFIS as well as Palm print, writers Palm ,Finger Print Images (Rolled and Slap) and demographic details captured through Live Scanner Application Software can be imported directly to AFIS. System integrator will develop all necessary interfaces and tools for AFIS and Palm Print Live Scanner Integration. All required drivers and API will be procured by System integrator only</p> | |
| 2 | Key Features and Specifications: | |
| | Resolution | 500 PPI |

| | | |
|----------|--|--|
| | Dynamic Range | 256 Gray Scale |
| | Sensing Area | 1 platen (single prism, single imager, uniform capture area) for Palmprint, Writers palm, rolling and taking plain and Slap impressions of finger. No moving part in the optics deck |
| | Time for scanning a Palm print/ Fingerprint | Maximum 8 sec. for Palm and 4 sec. for fingerprint |
| | Image Compression Method | WSQ compression (maximum 1:15) |
| | Image Quality | Complies with FBI's IAFIS Image Quality Specification: CJIS TD-0110; CJIS-RS-0010 (v7) app. F. Certificates of approval to be provided by the vendor. |
| | Interface | USB 2.0 |
| 3 | Capabilities | |
| | Automatic finger detections | System should detect fingers automatically |
| | Calibration and Diagnostic Test | Factory calibrated and sealed, with self test/diagnostics at start-up |
| | Quality Check | The system issues a message regarding the quality of Rolled and plain fingerprint images prior to capturing next finger. |
| | Automatic Change To the Palm/Finger | If the image quality is good, the system offers to scan the next palm /finger. |
| | Both direction Capturing | Capability to allow the fingers to be rolled in a left to right or right to left direction when taking the rolled impressions. |
| 4 | Warranty | 5 years comprehensive |

9.18. Digital SLR Camera

| Sr. No. | Specifications | |
|-----------|-------------------------|--|
| 1. | Type of camera | Single lens digital camera with inbuilt focus |
| 2. | Lens | One Macro Lens – 60 mm, F/2.8 Minimum Focusing distance – 0.18 m Maximum magnification – 1:1 |
| 3. | Effective Pixels | 12.00 Megapixels or better |

| | | |
|------------|---|--|
| 4. | Image Sensor | CMOS Sensor |
| 5. | Shutter | Electronically controlled shutter |
| 6. | Shooting modes | 1) Single frame shooting mode 2) Continuous shooting mode 3) Self-timer mode |
| 7. | Picture Modes | Standard, Portrait, Landscape, User Defined, Night, Movie |
| 8. | Power requirements | Rechargeable Li-On battery, should have provision to charge via AC adaptor One Addl. Battery pack to be provided |
| 9. | Battery Life (fully charges battery) | More than 500 shots |
| 10. | Recording media | Min. 4 GB SD memory card to be provided (SDHC and SDXC compliant) |
| 11. | LCD Monitor | 2.7 " TFT LCD with approx 230,000 dots Brightness adjustment |
| 12. | Sensitivity | ISO 100 to 3200 |
| 13. | Warranty | 5 years comprehensive warranty |
| 14. | Camera Case | Protective camera case to be provided for securing the camera |

9.19. Web Camera

| Sr. No. | Specifications | |
|----------------|-------------------------|---|
| 1. | Effective Pixels | 2 megapixel (Not more than 4MP) |
| 2. | Interpolation | Image interpolation 6 megapixel and above |
| 3. | Image Sensor | High quality CMOS sensor |

| | | |
|----|---------------------|--|
| 4. | OS Supported | Windows XP/Vista/7 or Equivalent Linux OS |
| 5. | Interface | USB 2.0 (USB 3.0 ready) |
| 6. | Night Vision | Inbuilt lights for night vision with brightness controller |
| 7. | Microphone | In built microphone |
| 8. | Warranty | 5 years comprehensive warranty |
| 9. | Drivers | Plug and play equipment, inbuilt drivers |

9.20. Photo Printer

| Sr. No. | Specifications | |
|---------|----------------------------|--|
| 1. | Ink System | Min 4 colors |
| 2. | Print Resolution | 5760x1440 dpi |
| 3. | Print direction | Bi-directional printing |
| 4. | Print Speed | For Photo – Approx 12 sec / photo or better |
| 5. | Printer Interface | USB 2.0 Hi-Speed |
| 6. | OS Supported | Windows XP/Vista/7 or Equivalent Linux OS |
| 7. | Paper hold capacity | Input – Min. 120 Sheets Output – Min. 50 Sheets |
| 8. | Paper feed method | Friction feed |
| 9. | Warranty | 5 years comprehensive warranty |

9.21. Split Air Conditioners

| Sr. No. | Specifications | |
|---------|-------------------------------------|-----------------------------------|
| 1. | Nominal Capacity | 1.5 Tons |
| 2. | (Rated) Voltage / Frequency / Phase | 230 V / 50 Hz / Single |
| 3. | Modes | Auto / Cool/ Heat / Fan / Dry |
| 4. | Turbo Cooling | Yes |
| 5. | Sleep Mode | Yes |
| 6. | Timer On/Off | Yes |
| 7. | Vertical Swing | Motorized |
| 8. | Horizontal Swing | Motorized |
| 9. | Energy saving mode | Yes |
| 10. | Fan Modes | Auto / High/ Medium / Low |
| 11. | LED Display in IDU | Yes |
| 12. | Compressor Type | Rotary |
| 13. | Compressor Warranty | 5 years comprehensive warranty |
| 14. | Remote | LCD wireless remote with back lit |

9.21. Furniture for the Offices

| | |
|---|---|
| Computer Table Size: L 1200 x W 750 x H 750 mm | Top: Size 1200 x 750 mm made of 18 mm thick pre laminated medium density fiber (MDF) board ISI Marked (IS: 14587-1998). The top shall be firmly screwed on 25x25x1 mm square iron/steel tube frame. |
| | Upper side of laminated board shall be in natural teak shade while the bottom side shall be white/cream shade. |

| | |
|--|--|
| | Sliding key Board tray: A Sliding key Board tray shall be made of 18mm pre laminated medium density fiber board of size 725x450 mm. The gap between top and tray shall be 100mm. |
| | Key board tray shall slide smoothly on sliding channel duly powder coated having nylon roller arrangement. |
| | The storage shelf for CVT : A storage shelf made of 18 mm particle board shall be provided along with the length of the table at bottom about 100 mm above from the ground level. Shelves shall be screwed on frame work of 25x25x1 mm square tube. The shelf shall be covered from back side with 18mm pre laminated medium density fiber board |
| | Steel Structure: The rigid steel structure shall consist of two nos. rectangular base tubes of size 50x25x1.25 mm about 520 mm length placed along the width on vertical tubes of size 25x25x1 mm shall be welded for fixing up of side panels. A supporting frame of 25x25x1 mm square tube shall be welded on the top of the tubes for the side panels as shown for supporting the top of the table. |
| | The base tube shall be provided with adjustable shoes 2 nos. on each side. |
| | Painting: Complete steel structure shall be pretreated and powder coated with minimum thickness of 60 microns coating. |
| | Top shelf size 610x610 mm for placing printing unit. |
| | Middle Shelf size 460x330 mm for placing feet on stationary. |
| | Bottom shelf size 460x380 mm for collecting print out. |
| | The top faces of the shelf shall be natural teak wood shade. |
| | The bottom faces shall be in plain white/cream shades. |
| | Structure: The structure shall be made from square and rectangular steel tubes duly welded finished and powder coated. |
| | Vertical tubes shall be welded in two rectangular bottom tubes 50x25x1.25 |
| | The horizontal tube 25x25x1 mm thick 330 mm long shall be welded over vertical tubes 25 mm off the center width /depth wise. |
| | Panels made of 18 mm pre laminated particle board shall be screwed rigidly between vertical tubes on both sides. |
| | Two nos. bottom support tubes 50x25x1.25mm thick shall also be provided with two nos. of adjustment shoes. |

| | |
|--|---|
| | A rectangular slot of size 455x25 mm shall be provided on top shelf along with length for feeding stationary. A slot shall be covered with PVC insertion for safety of paper. |
| | The ends of bottom and top shall be plugged with PVC/plastic caps. |
| | Painting: Complete steel structure shall be pretreated and powder coated with minimum thickness of 60 microns coating. |
| Computer Chair with low back, arm and tilting mechanism | Seat size shall be 430x430 mm on 10 mm. thick molded comm. ply with 60 mm thick 40 density molded PU foam |
| | Back rest size shall be 400x300 mm on 10 mm thick molded comm. ply with 40 mm thick 32 density molded PU foam covered with tapestry |
| | The height of back rest shall be 900x500 mm for top and bottom edges respectively. The back rest shall be provided with lifting arrangement on flat iron & helical spring. |
| | Two nos. suitable PU handles shall be provided. The base stand should be made up of 5 prongs duly pressed welded together centrally with a pedestal bush with good quality twin wheel castors. The stand and other metal parts excluding central spindle shall be powder coated. Complete steel structure shall be pretreated and powder coated with minimum thickness of 60 microns coating. |
| | A central spindle of 25mm diameter rod without threads shall be provided with revolving arrangements. The adjustable height of chair shall be from 530 to 570 mm. |
| | A good quality tapestry cloth shall be provided on seat & back in attractive color/ shade. |

10. ANNEXURE B. TECHNICAL BID DOCUMENT FORMAT

The bid document submitted by the bidder should at least contain the following

1. Covering letter
2. Authority letter
3. Undertaking on abiding by all the RFP Terms and Conditions
4. Format for undertaking on blacklisting
5. Non-Disclosure Agreement (NDA)
6. Undertaking on Patent Rights
7. Undertaking on Conflict of interest
8. Non-Malicious Code Certificate
9. Undertaking on Pricing of items of Technical Response
10. Undertaking on Compliance and sizing of Infrastructure
11. Undertaking on Provision of Support for Software
12. Undertaking on Integration of AFIS with CCTNS, NAFIS & other Applications
13. Undertaking on Service Level Compliance
14. Undertaking on Deliverables
15. Undertaking on Training the Users
16. Undertaking on Exit Management and Transition
17. Undertaking on Continuous Improvement
18. Undertaking on Personnel
19. Undertaking on Provision of work environment at premises of Maharashtra Police
20. Undertaking on changes to contract clauses
21. Undertaking from OEM on Authorization of use of their OEM Products
22. Format of Self Declaration
23. Particulars of Bidder/Consortium
24. Profiles of previous project experience
25. Qualification Criteria Compliance Sheet
26. Profile of Key Personnel
27. Proposed Resource Deployment
28. Project implementation methodology
29. Compliance to Software Specifications
30. Compliance to Hardware Configurations

1. COVERING LETTER

(Company letterhead)

[Date]

To

Shri. Hemant N. Nagrale
Addl. Director General of Police (P&C)
Office of the director general of police, Maharashtra State
State Police Headquarters,
Old Council Hall,
Shahid Bhagat Singh Marg,
Colaba, Mumbai – 400 001.
Phone: 022- 22023399 / 22049701
Fax: 022- 22023399 / 22026566

Ref: Request for Proposal – “Request for Proposal for selection of system integrator for deployment of state wide Automated Fingerprint Identification System (AFIS)” project

Dear Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP for **“Request for Proposal for selection of system integrator for deployment of state wide Automated Fingerprint Identification System (AFIS)”** to Maharashtra Police(M.S.), Mumbai to meet such requirements and provide such services as required are set out in the RFP.

We attach hereto the technical response as required by the RFP, which constitutes our proposal. We undertake, if our proposal is accepted, to adhere to the implementation plan (Project schedule) for providing Professional Services in **“Request for Proposal for selection of system integrator for deployment of state wide Automated Fingerprint Identification System (AFIS)”**, put forward in RFP or such adjusted plan as may subsequently be mutually agreed between us and Maharashtra Police or its appointed representatives.

If our proposal is accepted, we will obtain a Performance Bank Guarantee issued by a nationalized bank in India, acceptable to Maharashtra Police, of 10% of contract value for the due performance of the contract.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of 6 months from the date fixed for bid opening and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this tender response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and Maharashtra Police.

We confirm that the information contained in this proposal or any part thereof, including its exhibits,

Request for Proposal for selection of system integrator for deployment of state wide Automated
Fingerprint Identification System (AFIS)

schedules, and other documents and instruments delivered or to be delivered to Maharashtra Police is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead Maharashtra Police as to any material fact.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Date:

(Signature)

(Name)

(In the capacity of _____)

[Seal / Stamp of bidder]

Witness Signature:

Witness Name:

Witness Address:

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I _____, the Company Secretary of _____, certify
that _____ who signed the above Bid is authorized to do so and
bind the company by authority of its board/ governing body.

Date:

Signature:

(Company Seal)

(Name)

2. AUTHORITY LETTER

(Company letterhead)

[Date]

To

Shri. Hemant N. Nagrale

Addl. Director General of Police (P&C)

Office of the Director General of Police, Maharashtra state

State Police Headquarters,

Old Council Hall,

Shahid Bhagat Singh Marg,

Colaba, Mumbai – 400 001.

Phone: 022- 22023399 / 22049701

Fax: 022- 22023399 / 22026566

<Bidder Representative's Name>, < Designation>, is hereby authorized to sign relevant documents on behalf of the Company in dealing with RFP of reference <RFP No. and Date>. He is also authorized to attend meetings and submit Technical and Commercial information as may be required by you in the course of processing above said RFP.

Thanking you,

Authorized Signatory (Name)

Name & Signature of Authorized Person

Company's Seal

3. UNDERTAKING ON ABIDING BY ALL THE RFP TERMS AND CONDITIONS

(Company letterhead)

[Date]

To
Shri. Hemant N. Nagrale
Addl. Director General of Police (P&C)
Office of the Director General of Police, Maharashtra state
State Police Headquarters,
Old Council Hall,
Shahid Bhagat Singh Marg,
Colaba, Mumbai – 400 001.
Phone: 022- 22023399 / 22028346
Fax: 022- 22023399 / 22026566

We the undersigned hereby declare that we had thoroughly read the Request for Proposal for selection of system integrator for deployment of state wide Automated Fingerprint Identification System (AFIS). We M/s <company name> hereby undertake that we unconditionally abide by all the terms and conditions laid out in the RFP and all the requirements of the RFP are acceptable to us without any deviations.

Thanking you,

Authorized Signatory (Name)

Name & Signature of Authorized Person

Company's Seal

4. FORMAT OF UNDERTAKING ON BLACKLISTING

(Company letterhead)

[Date]

To
Shri. Hemant N. Nagrale
Addl. Director General of Police (P&C)
Office of the Director General of Police, Maharashtra state
State Police Headquarters,
Old Council Hall,
Shahid Bhagat Singh Marg,
Colaba, Mumbai – 400 001.
Phone: 022- 22023399 / 22049701
Fax: 022- 22023399 / 22026566

In response to the RFP, as an authorized signatory of <company name> I/we hereby declare that our company / firm has not been blacklisted by Central Government, State Governments or Government Corporations of India as on the date of bid submission.

Thanking you,

Authorized Signatory (Name)

Name & Signature of Authorized Person

Company's Seal

5. NON – DISCLOSURE AGREEMENT (NDA)

WHEREAS

The Maharashtra Police hereinafter called the “Purchaser” has issued a public notice inviting various organizations to propose for hiring services of an organization for provision of services under the Maharashtra Police AFIS Project (hereinafter called the “Project”) of the Purchaser; The Bidder, having represented to the “Purchaser” that it is interested to bid for the proposed Project, The Purchaser and the Bidder agree as follows:

1. In connection with the “Project”, the Purchaser agrees to provide to the Bidder a Detailed Document on the Project vide the Request for Proposal (RFP). The Request for Proposal contains details and information of the Purchaser operations that are considered confidential.
2. The Bidder to whom this Information (Request for Proposal) is disclosed shall:
 - a) Hold such Information in confidence with the same degree of care with which the Bidder protects its own confidential and proprietary information;
 - b) Restrict disclosure of the Information solely to its employees, agents and contractors with a need to know such Information and advise those persons of their obligations hereunder with respect to such Information.
 - c) Use the Information only as needed for the purpose of bidding for the Project.
 - d) Except for the purpose of bidding for the Project, not copy or otherwise duplicate such Information or knowingly allow anyone else to copy or otherwise duplicate such Information.
 - e) Undertake to document the number of copies it makes.
 - f) On completion of the bidding process and in case unsuccessful, promptly return to the Purchaser, all Information in a tangible form or certify to the Purchaser that it has destroyed such Information.
3. The Bidder shall have no obligation to preserve the confidential or proprietary nature of any Information which:
 - a) Was previously known to the Bidder free of any obligation to keep it confidential at the time of its disclosure as evidenced by the Bidder’s written records prepared prior to such disclosure; or
 - b) Is or becomes publicly known through no wrongful act of the Bidder; or
 - c) Is independently developed by an employee, agent, or contractor of the Bidder not associated with the Project and who did not have any direct or indirect access to the Information.
4. The Agreement shall apply to all Information relating to the Project disclosed by the Purchaser to the Bidder under this Agreement.
5. The Purchaser will have the right to obtain an immediate injunction enjoining any breach of this Agreement, as well as the right to pursue any and all other rights and remedies available at

law or in equity for such a breach.

6. Nothing contained in this Agreement shall be construed as granting or conferring rights of license or otherwise, to the bidder, in any of the Information. Notwithstanding the disclosure of any Information by the Purchaser to the Bidder, the Purchaser shall retain title and all intellectual property and proprietary rights in the Information. No license under any trademark, patent or copyright, or application for same that are now or thereafter may be obtained by such party is either granted or implied by the conveying of Information. The Bidder shall not alter or obliterate any trademark, trademark notice, copyright notice, confidentiality notice or any notice of any other proprietary right of the Purchaser on any copy of the Information, and shall reproduce any such mark or notice on all copies of such Information.
7. This Agreement shall be effective from the date the last signature is affixed to this Agreement and shall continue in perpetuity.
8. Upon written demand of the Purchaser, the Bidder shall
 - (i) Cease using the Information,
 - (ii) Return the Information and all copies, notes or extracts thereof to the Purchaser forthwith after receipt of notice, and
 - (iii) Upon request of the Purchaser, certify in writing that the Bidder has complied with the obligations set forth in this paragraph.
9. This Agreement constitutes the entire agreement between the parties relating to the matters discussed herein and supersedes any and all prior oral discussions and/or written correspondence or agreements between the parties. This Agreement may be amended or modified only with the mutual written consent of the parties. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable.
10. CONFIDENTIAL INFORMATION IS PROVIDED "AS IS" WITH ALL FAULTS. IN NO EVENT SHALL THE PURCHASER BE LIABLE FOR THE ACCURACY OR COMPLETENESS OF THE CONFIDENTIAL INFORMATION.
11. This Agreement shall benefit and be binding upon the Purchaser and the Bidder and their respective subsidiaries, affiliate, successors and assigns.
12. This Agreement shall be governed by and construed in accordance with the Indian laws. For and on behalf of the Bidder

Date_____
- Signature_____
- Name & Designation_____
- Name and Address of Company_____
- Seal / Stamp of Company_____

6. UNDERTAKING ON PATENT RIGHTS

(Company letterhead)

[Date]

To
Shri. Hemant N. Nagrale
Addl. Director General of Police (P&C)
Office of the Director General of Police, Maharashtra state
State Police Headquarters,
Old Council Hall,
Shahid Bhagat Singh Marg,
Colaba, Mumbai – 400 001.
Phone: 022- 22023399 / 22049701
Fax: 022- 22023399 / 22026566

Sub: Undertaking on Patent Rights

Sir,

1. I/We as Bidder do hereby undertake that none of the deliverables being provided by us is infringing any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence.
2. I/We also confirm that there shall be no infringement of any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence, in respect of the equipment, systems or any part thereof to be supplied by us. We shall indemnify Maharashtra Police against all cost/claims/legal claims/liabilities arising from third party claim in this regard at any time on account of the infringement or unauthorized use of patent or intellectual and industrial property rights of any such parties, whether such claims arise in respect of manufacture or use. Without prejudice to the aforesaid indemnity, the Bidder shall be responsible for the completion of the supplies including spares and uninterrupted use of the equipment and/or system or any part thereof to Maharashtra Police and persons authorized by Maharashtra Police, irrespective of the fact of claims of infringement of any or all the rights mentioned above.
3. If it is found that it does infringe on patent rights, intellectual/ industrial property rights, I/We absolve Maharashtra Police of any legal action.

Yours faithfully,

Date _____

Signature_____

Name & Designation_____

Name and Address of Company_____

Seal / Stamp of Company_____

7. UNDERTAKING ON CONFLICT OF INTEREST

(Company letterhead)

[Date]

To
Shri. Hemant N. Nagrale
Addl. Director General of Police (P&C)
Office of the Director General of Police, Maharashtra state
State Police Headquarters,
Old Council Hall,
Shahid Bhagat Singh Marg,
Colaba, Mumbai – 400 001.
Phone: 022- 22023399 / 22049701
Fax: 022- 22023399 / 22026566

Sub: Undertaking on Conflict of Interest

Sir,

I/We as Bidder do hereby undertake that there is absence of, actual or potential conflict of interest on the part of the Bidder or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with Maharashtra Police.

I/We also confirm that there are no potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the bidder to complete the requirements as stated in the RFP.

We undertake and agree to indemnify and hold Maharashtra Police harmless against all claims, losses, damages, costs, expenses, proceeding fees of legal advisors (on a reimbursement basis) and fees of other professionals incurred (in the case of legal fees & fees of professionals, reasonably) by Maharashtra Police and/or its representatives, if any such conflict arises later.

Yours faithfully,

Date_____

Signature_____

Name & Designation_____

Name and Address of Company_____

Seal / Stamp of Company_____

8. NON-MALICIOUS CODE CERTIFICATE

(Company letterhead)

[Date]

To
Shri. Hemant N. Nagrale
Addl. Director General of Police (P&C)
Office of the Director General of Police, Maharashtra state
State Police Headquarters,
Old Council Hall,
Shahid Bhagat Singh Marg,
Colaba, Mumbai – 400 001.
Phone: 022- 22023399 / 22049701
Fax: 022- 22023399 / 22026566

Sub: Non-Malicious Code Certificate

Sir,

1. I/We hereby certify that the software being offered / developed as part of the contract does not and will not contain any kind of malicious code that would activate procedures to:

- a) Inhibit the desired and the designed function of the equipment / solution.
- b) Cause damage to the user or his equipment / solution during the operational exploitation of the equipment / solution.
- c) Tap information regarding network, network users and information stored on the network that is classified and / or relating to National Security, thereby contravening Official Secrets Act 1923.

2. There are / will be no Trojans, Viruses, Worms, Spy wares or any malicious software on the system and in the software offered or software that will be developed.

3. Without prejudice to any other rights and remedies available to Maharashtra Police, we are liable under Information Technology Act, 2000 and Indian Penal Code 1860 in case of physical damage, loss of information and those relating to copyright and Intellectual Property rights (IPRs), caused due to activation of any such malicious code in offered / developed software.

Yours faithfully,

Date_____

Signature_____

Name & Designation_____

Name and Address of Company_____

Seal / Stamp of Company_____

9. UNDERTAKING ON PRICING OF ITEMS OF TECHNICAL RESPONSE

Company letterhead)

[Date]

To
Shri. Hemant N. Nagrale
Addl. Director General of Police (P&C)
Office of the Director General of Police, Maharashtra state
State Police Headquarters,
Old Council Hall,
Shahid Bhagat Singh Marg,
Colaba, Mumbai – 400 001.
Phone: 022- 22023399 / 22049701
Fax: 022- 22023399 / 22026566

Sub: UNDERTAKING ON PRICING OF ITEMS OF TECHNICAL RESPONSE

Sir,

I/We do hereby undertake that Commercial Proposal submitted by us is inclusive of all the items stated in the technical proposal and is inclusive of all the clarifications provided/may be provided by us on the technical proposal during the evaluation of the technical offer. We understand and agree that our Commercial Proposal is firm and final and that any clarifications sought by you and provided by us would not have any impact on the Commercial Proposal submitted by us.

Yours faithfully,

Date_____

Signature_____

Name & Designation_____

Name and Address of Company_____

Seal / Stamp of Company_____

10. UNDERTAKING ON COMPLIANCE AND SIZING OF INFRASTRUCTURE

Company letterhead)

[Date]

To

Shri. Hemant N. Nagrale
Addl. Director General of Police (P&C)
Office of the Director General of Police, Maharashtra state
State Police Headquarters,
Old Council Hall,
Shahid Bhagat Singh Marg,
Colaba, Mumbai – 400 001.
Phone: 022- 22023399 / 22049701
Fax: 022- 22023399 / 22026566

Sub: Undertaking on Compliance and Sizing of Infrastructure

Sir,

1. I/We as Bidder do hereby undertake that we have proposed and sized the hardware and all software (including licenses) based on the workload, speed, performance & storage capacity requirement provided by Maharashtra Police in the RFP document and in accordance with the Service Level requirements and minimum specifications provided for Software licenses, Servers, SAN & NAS Storage, SAN Switch, Tape Library, Enterprise Management System, Antivirus, Backup Software and assure Maharashtra Police that the sizing is sufficient for all the functionalities envisaged in the RFP document.
2. Any augmentation of the proposed solution or sizing of any of the proposed solutions (software, hardware and associated Licenses) in order to meet the minimum tender requirements and/or the requisite Service Level requirements given by Maharashtra Police will be carried out at no additional cost to Maharashtra Police.

Yours faithfully,

Date_____

Signature_____

Name & Designation_____

Name and Address of Company_____

Seal / Stamp of Company_____

11. UNDERTAKING ON PROVISION OF SUPPORT FOR SOFTWARE

Company letterhead)

[Date]

To

Shri. Hemant N. Nagrale

Addl. Director General of Police (P&C)

Office of the Director General of Police, Maharashtra state

State Police Headquarters,

Old Council Hall,

Shahid Bhagat Singh Marg,

Colaba, Mumbai – 400 001.

Phone: 022- 22023399 / 22049701

Fax: 022- 22023399 / 22026566

Sub: Undertaking on Provision of Support for Software

Sir,

1. I/We as Bidder do hereby undertake the provision for Annual Technical Support / Warranty support (Services as defined in the RFP) for all the primary components (Web Server, Application Server, Database and Operating System etc.) of the AFIS Software during the duration of the contract period.
2. We also undertake to provide the support needed for any 3rd party products proposed as part of Application Software during the duration of the contract period.
3. I/ We as Bidder also confirming that we are solely responsible for providing the comprehensive support for the software, its components and sub components to be provided under this project.

Yours faithfully,

Date_____

Signature_____

Name & Designation_____

Name and Address of Company_____

Seal / Stamp of Company_____

12. UNDERTAKING ON INTEGRATION OF AFIS WITH CCTNS, NAFIS & OTHER APPLICATIONS

Company letterhead)

[Date]

To
Shri. Hemant N. Nagrale
Addl. Director General of Police (P&C)
Office of the Director General of Police, Maharashtra state
State Police Headquarters,
Old Council Hall,
Shahid Bhagat Singh Marg,
Colaba, Mumbai – 400 001.
Phone: 022- 22023399 / 22049701
Fax: 022- 22023399 / 22026566

Sub: Undertaking on Integration Of AFIS With CCTNS, NAFIS & Other Applications

Sir,

I/We as Bidder do hereby undertake that we will perform the all the required activities to integration of AFIS With CCTNS, NAFIS, & Other Application like UIDAI database etc. as stated in the RFP.

Yours faithfully,

Date_____

Signature_____

Name & Designation_____

Name and Address of Company_____

Seal / Stamp of Company_____

13. UNDERTAKING ON SERVICE LEVEL COMPLIANCE

Company letterhead)

[Date]

To
Shri. Hemant N. Nagrale
Addl. Director General of Police (P&C)
Office of the Director General of Police, Maharashtra state
State Police Headquarters,
Old Council Hall,
Shahid Bhagat Singh Marg,
Colaba, Mumbai – 400 001.
Phone: 022- 22023399 / 22049701
Fax: 022- 22023399 / 22026566

Sub: Undertaking on Service Level Compliance

Sir,

1. I/We as Bidder do hereby undertake that we shall monitor, maintain and comply with the service levels stated in the RFP/ Corrigendum to provide quality service to Maharashtra Police.
2. However, if the proposed number of resources is found to be not sufficient in meeting the tender and/or the Service Level requirements given by Maharashtra Police, then we will augment the team without any additional cost to Maharashtra Police.
3. We also undertake that EMS provided will measure and provide necessary reports for meeting SLA compliance.

Yours faithfully,

Date_____

Signature_____

Name & Designation_____

Name and Address of Company_____

Seal / Stamp of Company_____

14. UNDERTAKING ON DELIVERABLES

Company letterhead)

[Date]

To

Shri. Hemant N. Nagrale
Addl. Director General of Police (P&C)
Office of the Director General of Police,
Maharashtra state, State Police Headquarters,
Old Council Hall, Shahid Bhagat Singh Marg,
Colaba, Mumbai – 400 001.
Phone: 022- 22023399 / 22049701
Fax: 022- 22023399 / 22026566

Sub: Undertaking on Deliverables

Sir,

I/We as Bidder do hereby undertake the adherence of required Certification or above standards to the processes, deliverables/artifacts to be submitted to Maharashtra Police proposed as part of the AFIS Project.

We also recognize and undertake that the Deliverables/artifacts shall be presented and explained to Maharashtra Police and other key stakeholders (identified by Maharashtra Police), and also take the responsibility to provided clarifications as required by Maharashtra Police.

We also understand that the acceptance, approval, and sign-off of the deliverables by Maharashtra Police will be done on the advice of Core Group and/or the Technical Team and/or the nominated representative of Maharashtra Police. We understand that while all efforts shall be made to accept and convey the acceptance of each deliverable in accordance with the project schedule, no deliverable will be considered as “accepted” until a specific written communication to that effect is made by Maharashtra Police.

Yours faithfully,

Date_____

Signature_____

Name & Designation_____

Name and Address of Company_____

Seal / Stamp of Company_____

15. UNDERTAKING ON TRAINING THE USERS

Company letterhead)

[Date]

To

Shri. Hemant N. Nagrale

Addl. Director General of Police (P&C)

Office of the Director General of Police,

Maharashtra state, State Police Headquarters,

Old Council Hall, Shahid Bhagat Singh Marg,

Colaba, Mumbai – 400 001.

Phone: 022- 22023399 / 22049701

Fax: 022- 22023399 / 22026566

Sub: Undertaking on Training the Users

Sir,

I/We hereby undertake to train users (to be identified by Maharashtra Police) as per Maharashtra Police's requirements stated in the Request for Proposal (RFP). We further undertake that:

1. We shall carry out a comprehensive training needs analysis and accordingly design the training program and get the same approved by the DEPARTMENT.
2. Our training program would include, at the minimum, classroom training followed by supervised work sessions OR as suggested by Maharashtra Police or its nominated agency.
3. We shall prepare all necessary training materials and deliver the training.
4. We shall provide the refresher training to the Maharashtra Police personnel after every three months for the better performance.
5. We will undertake the training of the identified personnel until it would reach to the satisfactory level of the competent authority and also personnel would be able to efficiently work on the new system without any help of the implementation agency.

Yours faithfully,

Date_____

Signature_____

Name & Designation_____

Name and Address of Company_____

Seal / Stamp of Company_____

16. UNDERTAKING ON EXIT MANAGEMENT AND TRANSITION

(Company letterhead)

[Date]

To
Shri. Hemant N. Nagrale
Addl. Director General of Police (P&C)
Office of the Director General of Police,
Maharashtra state, State Police Headquarters,
Old Council Hall, Shahid Bhagat Singh Marg,
Colaba, Mumbai – 400 001.
Phone: 022- 22023399 / 22049701
Fax: 022- 22023399 / 22026566

Sub: Undertaking on Exit Management and Transition

Sir,

I/We hereby undertake that at the time of completion of the engagement, we shall successfully carry out the exit management and transition (to Maharashtra Police or to an agency identified by Maharashtra Police) to Maharashtra Police's satisfaction.

1. I/We further undertake to complete the following as part of the Exit Management and Transition:
 - a. Capacity Building at Maharashtra.
 - i. We undertake to design team/organization structure at Maharashtra Police to manage the system.
 - ii. We undertake to carry out an analysis of the skill set requirement at Maharashtra Police to manage system and carry out the training & knowledge transfer required at Maharashtra Police to manage system.
 - b. Transition of project artifacts and assets
 - i. We undertake to complete the updating of all project documents and other artifacts and handover the same to Maharashtra Police before transition
 - ii. We undertake to design Standard Operating Procedures to manage system (including application and IT systems), document the same and train Maharashtra Police Personnel on the same.
2. I/We also understand that the Exit Management and Transition will be considered complete on the basis of approval from Maharashtra Police.

Yours faithfully,

Date_____

Signature_____

Name & Designation_____

Name and Address of Company_____

Seal / Stamp of Company_____

17. UNDERTAKING ON CONTINUOUS IMPROVEMENT

(Company letterhead)

[Date]

To
Shri. Hemant N. Nagrale
Addl. Director General of Police (P&C)
Office of the Director General of Police,
Maharashtra state, State Police Headquarters,
Old Council Hall, Shahid Bhagat Singh Marg,
Colaba, Mumbai – 400 001.
Phone: 022- 22023399 / 22049701
Fax: 022- 22023399 / 22026566

Sub: Undertaking on Continuous Improvement

Sir,

I/We understand that Continuous improvement of application is highly critical for Maharashtra Police and that the Bidder is expected to be the prime driver of continuous improvement during the application management phase.

I/We also understand that the improvements proposed as part of this Continuous Improvement initiative will not be the usual run-of-the-mill enhancements, but will be significant changes that result in a quantum leap in meeting user needs and improving the outcomes in policing.

I/We further understand that whether a proposed change forms part of *Continuous Improvement* or is a minor change that will have to be incorporated into the application as part of the Application Management Services will be determined by Maharashtra Police.

Yours faithfully,

Date_____

Signature_____

Name & Designation_____

Name and Address of Company_____

Seal / Stamp of Company_____

18. UNDERTAKING ON PERSONNEL

(Company letterhead)

[Date]

To

Shri. Hemant N. Nagrale

Addl. Director General of Police (P&C)

Office of the Director General of Police,

Maharashtra state, State Police Headquarters,

Old Council Hall, Shahid Bhagat Singh Marg,

Colaba, Mumbai – 400 001.

Phone: 022- 22023399 / 22049701

Fax: 022- 22023399 / 22026566

Sub: Undertaking on Personnel

Sir,

1. I/We as Bidder do hereby undertake that resources whose profiles were part of the basis for evaluation of the bids and have been identified as “Key Personnel” of the proposed team, including Project Manager, Lead Technical Architects, Modeling /Database Expert, Lead Business Analyst, Technical Writer, Domain Expert etc for the design and development of software for the AFIS project, shall be deployed during the Project as per our bid submitted in response to the RFP.
2. We undertake that any of the identified “Key Personnel” shall not be removed or replaced without the prior written consent of Maharashtra Police.
3. Under exceptional circumstances, if the Key Personnel are to be replaced or removed, we shall put forward the profiles of personnel being proposed as replacements, which will be either equivalent or better than the ones being replaced. However, whether these profiles are better or equivalent to the ones being replaced will be decided by Maharashtra Police.

Maharashtra Police will be the final authority to accept or reject the profiles proposed for the replacement of the existing resources.
4. We also undertake to staff the Project with competent team members in case any of the proposed team members leave the Project either due to voluntary severance or disciplinary actions against them.
5. We acknowledge that Maharashtra Police has the right to seek the replacement of any member of the Project team being deployed by us, based on the assessment of Maharashtra Police that the person in question is incompetent to carry out the tasks expected of him/her or found that person does not really possess the skills /experience/qualifications as projected in his/her profile or on the ground of security concerns or breach of ethics.
6. In case we assign or reassign any of the team members, we shall be responsible, at our expense, for transferring all appropriate knowledge from personnel being replaced to their replacements within a reasonable time.
7. We undertake the deployment of approved resources (which were part of evaluation of bid) at the project locations and in case of inevitable circumstances then only we would request for resource replacement however we will not take it as a regular practice.

Yours faithfully,

Date_____

Signature_____

Name & Designation_____

Name and Address of Company_____

Seal / Stamp of Company_____

19. UNDERTAKING ON PROVISION OF WORK ENVIRONMENT AT PREMISES OF MAHARASHTRA
POLICE

(Company letterhead)

[Date]

To
Shri. Hemant N. Nagrale
Addl. Director General of Police (P&C)
Office of the Director General of Police,
Maharashtra state, State Police Headquarters,
Old Council Hall, Shahid Bhagat Singh Marg,
Colaba, Mumbai – 400 001.
Phone: 022- 22023399 / 22049701
Fax: 022- 22023399 / 22026566

Sub: Undertaking on Provision of Work Environment at premises of Maharashtra Police

Sir,

I/We as Bidder do hereby understand that the premise for the onsite implementation team would be provided by Maharashtra Police and any other requirements / arrangements such as desktops, printers and software etc. will be Bidder's responsibility.

Yours faithfully,

Date_____

Signature_____

Name & Designation_____

Name and Address of Company_____

Seal / Stamp of Company_____

20. UNDERTAKING ON CHANGES TO CONTRACT CLAUSES

(Company letterhead)

[Date]

To
Shri. Hemant N. Nagrale
Addl. Director General of Police (P&C)
Office of the Director General of Police,
Maharashtra state, State Police Headquarters,
Old Council Hall, Shahid Bhagat Singh Marg,
Colaba, Mumbai – 400 001.
Phone: 022- 22023399 / 22049701
Fax: 022- 22023399 / 22026566

Sub: Undertaking on Changes to Contract Clauses

Sir,

1. I/We as Bidder do hereby acknowledge that we understand that the request for changes to contract clauses and any other terms & conditions in the RFP, submitted in our proposal are just suggestions for change.
2. We understand that it is neither guaranteed that these requests for changes will be accepted in the final contract nor this process will be construed as any commitment from Maharashtra Police to consider those suggestions.
3. In case, suggestions quoted in our technical solution is not accepted by Maharashtra Police therefore we are committed to work as per the requirements stated in the RFP.

Yours faithfully,

Date_____

Signature_____

Name & Designation_____

Name and Address of Company_____

Seal / Stamp of Company_____

21. UNDERTAKING FROM OEM ON AUTHORIZATION OF USE OF THEIR OEM PRODUCTS

(OEM Letterhead)

[Date]

To

Shri. Hemant N. Nagrale
Addl. Director General of Police (P&C)
Office of the Director General of Police,
Maharashtra state, State Police Headquarters,
Old Council Hall, Shahid Bhagat Singh Marg,
Colaba, Mumbai – 400 001.
Phone: 022- 22023399 / 22049701
Fax: 022- 22023399 / 22026566

Sub: Authorization to <Company name of Implementation agency> for providing our products and services.

Sir,

This is to certify that I/We am/are the Original Equipment Manufacturer in respect of the products listed below. I/We confirm that <name of Implementation agency> have due authorization from us to bid and provide our products and services, to Maharashtra Police, that are listed below as per Request for Proposal (RFP) document. The <name of Implementation agency> is authorized for providing the Solution, Implementation, Training & Maintenance Services, Information Technology Infrastructure and System Integration Services to Maharashtra Police on our behalf. We further endorse the warranty, contracting and licensing terms provided by SI to Maharashtra Police as per RFP terms.

| Sr. No. | Product Name | Remarks |
|---------|--------------|---------|
| 1. | | |
| 2. | | |
| 3. | | |

We also certify that the equipment /system software provided by us are not end of life products and the maintenance support / updates / patches for the proposed products will be provided till the project period.

Yours faithfully,

Authorized Signatory_____

Name_____

Designation_____

OEM's Company name_____

CC: Implementation Agency's name_____

22. FORMAT OF SELF DECLARATION

(Company Letterhead – Submit separate declaration for consortium member, if any)

[Date]

To

Shri. Hemant N. Nagrale

Addl. Director General of Police (P&C)

Office of the Director General of Police,
Maharashtra state, State Police Headquarters,

Old Council Hall, Shahid Bhagat Singh Marg,

Colaba, Mumbai – 400 001.

Phone: 022- 22023399 / 22049701

Fax: 022- 22023399 / 22026566

In response to the RFP No. _____ dated _____ for
quoting against the RFP as an Director of M/s _____, I
/ We hereby declare that Our Company / Firm is:

1. Not under a Declaration of Ineligibility for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices or blacklisted by any of the State Government/ Central Government/ Government undertaking agencies or PSU.
2. Not under the Breach of general or specific instructions for bidding, general and special conditions of contract with Government of Maharashtra (any of its department / Agency), or any of its other Client organization during the past 3 years.

Yours faithfully,

Authorized Signatory _____

Name _____

Designation _____

Company name _____

23. PARTICULARS OF THE BIDDER / CONSORTIUM

Organizational Details

| Details of the Organization | |
|--|--|
| Name | |
| Nature of the legal status in India | |
| Nature of business in India | |
| Date of Incorporation | |
| Date of Commencement of Business | |
| Address of the Headquarters | |
| Address of the Registered Office in India | |
| Number of full time employees (Department wise) | |
| Other Relevant Information | |
| Mandatory Supporting Documents: Certificate of Incorporation from Registrar Of Companies(ROC) Relevant sections of Memorandum of Association of the company or filings to the stock exchanges to indicate the nature of business of the company | |

Financial Strength Details

| Financial Information | | | |
|--|------------|------------|------------|
| | FY 2011-12 | FY 2012-13 | FY 2013-14 |
| Revenue (in INR Crores) | | | |
| Profit Before Tax (in INR Crores) | | | |
| Other Relevant Information | | | |
| Mandatory Supporting Documents: Auditor Certified financial statements for the last three financial years; 2011-12, 2012-13 and 2013-14 (Please include only the sections on P&L, revenue and the assets, not the entire balance sheet.) | | | |

Contact Details

| Details of the Organization | |
|-------------------------------|--|
| Name of contact person | |
| Contact Person's phone number | |
| Contact Person's email id | |
| Website | |
| Telephone Number | |
| Fax Number | |

24. PROFILES OF PREVIOUS PROJECT EXPERIENCE

| Relevant Project experience | |
|---|--|
| General Information | |
| Name of the project | |
| Client for which the project was executed | |
| Name and contact details of the client | |
| Project Details | |
| Description of the project | |
| Scope of services | |
| Service levels being offered/ Quality of service (QOS) | |
| Technologies used | |
| Outcomes of the project | |
| Other Details | |
| Total cost of the project | |
| Total cost of the services provided by the bidder | |
| Duration of the project (no. of months, start date, completion date, current status) | |
| Other Relevant Information | |
| Mandatory Supporting Documents: | |
| a) Letter from the client to indicate the successful completion of the projects | |
| Project Capability Demonstration | |
| Please provide complete details regarding the scope of the project to indicate the relevance to the requested technical evaluation criterion. | |

25. QUALIFICATION CRITERIA COMPLIANCE SHEET

| # | Qualification Criteria | Documentary Evidence | Complied (Yes / No) |
|----|--|--|---------------------|
| 1. | <p>The Bidder must be</p> <ul style="list-style-type: none"> A company in India, registered under the Companies Act 1956 or A Consortium of not more than 2 companies registered under the relevant act (<i>The Consortium should have come into force before last date of submission of tender</i>) or Original Equipment Manufacturer (OEM) for hardware and software | <p>Copy(ies) of Certificate of Registration of bidder(s)</p> <p>Or</p> <p>In case of consortium,</p> <ul style="list-style-type: none"> a. MoU with respect to consortium and b. copy(ies) of certificate of registration of all consortium partners <p>Or</p> <p>In case of OEM for AFIS hardware or software,</p> <ul style="list-style-type: none"> b. provide copy of relevant certificate / document stating that bidder is OEM and b. a copy of certificate of registration under relevant act of India / relevant country | |
| 2. | Bidder's (Prime bidder's in case of consortium) annual turnover should be at least Rs. 100 Crores in each of the last 3 financial years. | <i>Provide the copy of the audited financial statements of the company (both prime bidder and consortium members), and/or certificate from the Chartered Accountant</i> | |
| 3. | Bidder's (prime bidder's in case of consortium) should have a positive net worth in each of the last 3 financial years. | <i>Provide copy of certificate from the Chartered Accountant specifying the net worth of the company</i> | |
| 4. | Bidder / Any consortium member in case of consortium must have participated in NIST ELFT-EFS or ELFT-EFS evaluation program conducted by NIST since 2007 for chance print encoding and matching. | <i>Provide copy of relevant NIST benchmarking published report duly signed by the authorized representative of the bidder</i> | |
| 5. | Bidder / Any consortium member in case of consortium must have successfully executed and completed in the last ten financial years, at least 3 AFIS installations at law enforcement agencies across the world | <p><i>Copy of client citations / Work Orders for AFIS installations or client letter / testimonial stating the completion of the project and working satisfactorily in operations phase.</i></p> <p><i>Reference for each of the projects has to be given and should contain the following information - Name of organization, individual/s to contact, email-id, phone number and address and contract value and version of AFIS</i></p> | |
| 6. | The Bidder / Lead member in case of consortium quoting for this tender must have at least 50 computer professionals | <i>Certificate from the HR head stating list of Employees with exposure to Projects and Technologies</i> | |

Request for Proposal for selection of system integrator for deployment of state wide Automated Fingerprint Identification System (AFIS)

| | | | |
|----|---|--|--|
| | working continuously full time for the past 1 year in India at the time of submission of bids | | |
| 7. | The foreign company (member of consortium) providing AFIS software must have support setup in India / Maharashtra or the same should be established before signing of the contract. | <i>Provide proof of address in India / Maharashtra or undertaking signed by Authorized signatory of the bidder (prime bidder in case of consortium) regarding establishment of office in India / Maharashtra before signing of the contract.</i> | |
| 8. | Bidder should have valid documentary proof of Sales Tax/VAT registration number | <i>Provide Copy of Sales Tax/VAT registration number</i> | |
| 9. | Bidder should have latest sales tax clearance (FY 2013-14) certificate, issued by Sales Tax Department | <i>Provide documentary proof of Sales Tax Clearance Certificate from Sales Tax Department</i> | |
| 10 | Bidder should have PAN card | <i>Provide copy of PAN card</i> | |
| 11 | The bidder /all bidders should not have been blacklisted by Central government, State governments, or government corporations of India as on the date of bid submission. | <i>Undertaking / self declaration as per format Annexure B section 4, should be submitted along with the Technical bid.</i> | |

26. PROFILE OF KEY PERSONNEL

Please attach the profiles of the key personnel who would be involved during the course of this project. The profile shall necessarily include the following details in the format mentioned below

| S.NO | Particulars | Details |
|------|---|---------|
| 1. | Proposed Position: | |
| 2. | Name of Firm and Years with the Firm: | |
| 3. | Name of Staff: <i>[Insert full name]</i> | |
| 4. | Date of Birth: | |
| 5. | Education: <i>[Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]</i> | |
| 6. | Membership of Professional Associations: | |
| 7. | Other Training: <i>[Indicate significant training since degrees other than the ones that have already been mentioned under 5]</i> | |
| 8. | Languages: <i>[For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]</i> | |
| 9. | Employment Record : <i>[Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment]</i> | |
| 10. | Detailed Tasks Assigned <i>[List all tasks to be performed under this assignment]</i> | |
| 11. | Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned : <i>[Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks listed under point 11]</i> | |

| | | |
|-----|--|--|
| | Name of assignment or project: Year: Location: Client: Main project features: Positions held: Activities performed: | |
| 12. | Certification: I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged. Date: <i>[Signature of staff member or authorized representative of the staff] [Day/Month/Year]</i> Full name of authorized representative: | |

27. PROPOSED RESOURCE DEPLOYMENT

| # | Resource Level | Responsibility | Brief Description of Qualification-Certifications, Technical, Degree/Diploma | No. of Resources deployed at the proposed level |
|---|----------------|----------------|--|---|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

Please provide details for each Core Project Team Member in following format:

| Sr. No. | Item | Details |
|---------|--------------------------------------|---------|
| 1 | Name | |
| 2 | Specify role to be played by him/her | |
| 3 | Current job title | |

| | | |
|----|---|--|
| 4 | Experience in years. | |
| 5 | Number of years with the Organization | |
| 6 | Current job responsibilities | |
| 7 | Summary of Professional/ Domain Experience | |
| 8 | Skill Sets | |
| 9 | Highlights of Assignments handled and significant accomplishments | |
| 10 | Educational Background, Training and Certifications | |

28. PROJECT IMPLEMENTATION METHODOLOGY

1. The Bidder is required to submit the proposed technical solution in detail. Following should be captured in the explanation:

- Strength of the Bidder to provide services including examples or case-studies of similar work done for other clients
- Understanding of the requirements
- Clear description of the proposed solution
- Project Management Methodology – Bidder’s approach to manage the entire project for timely completion
- Project Organization and Management Plan
- Project Monitoring and Communication Plan – Bidder’s approach to project monitoring and communications among stakeholders.
- Implementation plan – Bidder’s approach to implement the project
- Training Plan – Bidder’s approach to imparting training to department officials
- Risk Management Plan – Bidder’s approach to manage and mitigate risks

Note:

a. All the pages (documentary proofs and other documents that may be attached) should contain page numbers and would have to be uniquely serially numbered.

b. Inadequate information will lead to disqualification of the bid.

29. COMPLIANCE TO SOFTWARE SPECIFICATIONS

Bidder should submit a compliance statement to all the specifications mentioned in the section 4.10 above. The format to be submitted for compliance statement to software specifications is as below

| Sr. No. | Software Specifications | Compliance to specifications (Yes / No) | Deviations if any | Remarks |
|---------|--|---|-------------------|---------|
| 1 | <each and every specification from section 4.10 has to copied here and bidder has to give compliance to all of them> | | | |
| 2 | | | | |
| 3 | | | | |

30. COMPLIANCE TO HARDWARE SPECIFICATIONS

*Bidder should submit a compliance statement to all the hardware specifications mentioned in the **section 9 - Annexure A – Technical Specifications** above. The format to be submitted for compliance statement to hardware specifications is as below*

| Sr. No. | Product | Make | Model | Specifications | Compliance to specifications (Yes / No) | Deviations if any | Remarks |
|---------|---|------|-------|---|---|-------------------|---------|
| 1 | <list all the products mentioned in Annexure A> | | | < list all the specifications of the product mentioned in Annexure A> | | | |
| 2 | | | | | | | |
| 3 | | | | | | | |

11. ANNEXURE C. COMMERCIAL BID DOCUMENT FORMAT

Commercial Proposal Cover Letter

[Company letterhead]

[Date]

To,

Shri. Hemant N. Nagrale
Addl. Director General of Police (P&C)
Office of the director general of police, Maharashtra state
State Police Headquarters,
Old Council Hall,
Shahid Bhagat Singh Marg,
Colaba, Mumbai – 400 001.
Phone: 022- 22023399 / 22049701
Fax: 022- 22023399 / 22026566

Ref: Request for Proposal – “Request for Proposal for selection of system integrator for deployment of state wide Automated Fingerprint Identification System (AFIS)”

Dear Sir,

Having examined the RFP Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the services, as required and outlined in the RFP. In order to meet such requirements and to provide services as set out in the RFP document, following is our quotation summarizing our Commercial Proposal.

We attach hereto the Commercial Proposal as required by the Bid document, which constitutes our proposal.

We undertake, if our proposal is accepted, to the services as put forward in the RFP or such modified requirements as may subsequently be agreed mutually by us and Maharashtra Police or its appointed representatives. If our proposal is accepted, we will obtain a Performance Bank Guarantee issued by a nationalized bank in India, acceptable to Maharashtra Police, for a sum of 10% of the contract value for the due performance of the contract.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of 6 months from the date fixed for bid opening and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this tender response, together with your written acceptance thereof in your notification of award, shall

constitute a binding contract between us and Maharashtra Police.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to Maharashtra Police is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead Maharashtra Police as to any material fact.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Date:

(Signature)

(Name)

(In the capacity of _____)

[Seal / Stamp of bidder]

Witness Signature:

Witness Name:

Witness Address:

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I _____, the Company Secretary of _____, certify
that _____ who signed the above Bid is authorized to do so and
bind the company by authority of its board/ governing body.

Date:

Signature:

(Company Seal)

Request for Proposal for selection of system integrator for deployment of state wide Automated Fingerprint Identification System (AFIS)

a. Price Summary

A single quote is being asked in the commercial bid. The rate in the commercial bid would have to be filled in the following format.

| S.No. | Cost Item | Unit Cost (INR) | Quantity | Cost(X) (INR) | Taxes (Y) (INR) | Total Cost including taxes (X+Y) (INR) |
|--|---|-----------------|---|---------------|-----------------|--|
| Services Provided During Implementation Phase | | | | | | |
| 1. | Data Centre site Server | | 1 (Minimum quantity, sizing to be done by the bidder) | | | |
| 2. | Disaster Recovery Site Servers | | 1 (Minimum quantity, sizing to be done by the bidder) | | | |
| 3. | Data Centre site Blade Chassis | | 1 (Minimum quantity, sizing to be done by the bidder) | | | |
| 4. | Disaster Recovery Site Blade Chassis | | 1 (Minimum quantity, sizing to be done by the bidder) | | | |
| 5. | Data Centre site Blade Servers | | 2 (Minimum quantity, sizing to be done by the bidder) | | | |
| 6. | Disaster Recovery site Blade Servers | | 2 (Minimum quantity, sizing to be done by the bidder) | | | |
| 7. | Data Centre site storage (SAN-NAS & Switches) | | 5 TB | | | |
| 8. | Disaster Recovery site storage (SAN-NAS & Switches) | | 5 TB | | | |

Request for Proposal for selection of system integrator for deployment of state wide Automated Fingerprint Identification System (AFIS)

| | | | | | | |
|-----|---|--|---------------------------------------|--|--|--|
| 9. | Tape Library | | 1 | | | |
| 10. | 24 Port Type I Managed Switch | | 2 | | | |
| 11. | 48 Port Switch | | 2 | | | |
| 12. | AFIS workstations | | 77 | | | |
| 13. | Enrollment Workstations | | 1117 | | | |
| 14. | Notebook Computer | | 50 | | | |
| 15. | Digital SLR Camera | | 50 | | | |
| 16. | Web Camera | | 1122 | | | |
| 17. | Network Printer | | 4 | | | |
| 18. | Laser Printer | | 1162 | | | |
| 19. | Photo Printer | | 4 | | | |
| 20. | Flatbed Scanners | | 1194 | | | |
| 21. | UPS for 120min backup (15 KVA) | | 4 | | | |
| 22. | UPS for 120min backup (1 KVA) | | 1158 | | | |
| 23. | Finger print enrollment device (FED) 4-4-2 | | 1167 | | | |
| 24. | Palm Print /Finger print Enrollment Device (For portable AFIS) | | 50 | | | |
| 25. | LAN Cabling & Switch | | Cabling & Switches as per requirement | | | |
| 26. | Air Conditioner | | 50 | | | |
| 27. | Furniture (Table) for AFIS Workstations | | 62 | | | |
| 28. | Furniture (Chair) for AFIS Workstations | | 77 | | | |
| 29. | AFIS Software for Server including customization & integration with AFIS software at district/bureau/ police st. | | 1 | | | |
| 30. | License cost for AFIS workstation software | | 77 | | | |
| 31. | Customization of AFIS workstation software | | NA | | | |

Request for Proposal for selection of system integrator for deployment of state wide Automated Fingerprint Identification System (AFIS)

| | | | | | | |
|-----|--|--|------------------|--|--|--|
| 32. | License cost for Portable AFIS system software | | 50 | | | |
| 33. | Customization of Portable AFIS system software | | NA | | | |
| 34. | License cost for Enrollment workstation software | | 1117 | | | |
| 35. | Customization of Enrollment workstation software | | NA | | | |
| 36. | Data digitization and migration | | 5,70,000 records | | | |
| 37. | Capacity Building and Change management | | | | | |
| | Training in AFIS software & Laptop, Live scanner & Digital Camera Handling (Operation, Maintenance & Troubleshooting) | | 292 People | | | |
| | Training in AFIS Software of Enrolment Workstation (Operation, Maintenance & Troubleshooting) | | 2234 | | | |
| | System and Network Administrator Extensive training in AFIS software & System software: Installation, configuration, operation, maintenance & troubleshooting; Networking: configuration, operation, maintenance & troubleshooting; Hardware: maintenance & troubleshooting | | 20 | | | |
| | Capacity Building - Total | | | | | |
| 38. | Handholding Support | | 9 persons | | | |

Request for Proposal for selection of system integrator for deployment of state wide Automated Fingerprint Identification System (AFIS)

| | | | | | | |
|---|---|--|------------------------|--|--|--|
| | at Range / Pune & Mumbai FPB level for six months (9 person)* | | for 6 months | | | |
| 39. | Customisation of AFIS for a period of six months after Go-Live (2 person)** | | 2 persons for 6 months | | | |
| 40. | OPE for 5 Years (paper, toner) | | 4 Bureaus | | | |
| A | Sub-total for Services Provided During Implementation Phase (Sum of items 1 – 40): | | | | | |
| Services Provided During Post Implementation Phase | | | | | | |
| 41. | Operations and Maintenance Services for 5 years after “Go-Live” | | NA | | | |
| 42. | Operations and Maintenance Services of all types of proposed AFIS applications (online, offline mode) from 6 th year to 10 th year after “Go-Live”(total 5 years) | | NA | | | |
| B | Sub-total for Services Provided During Post Implementation Phase (Sum of items 41 – 42): | | | | | |
| C | Blended Person Month Cost for 50 Person Months | | | | | |
| D | Total price for AFIS System (A + B + C) | | | | | |

Note:

- *Bid would be liable for rejection if the total price quoted for the IMPLEMENTATION PHASE (A) (i.e. CAPEX) is more than 65 % of the Total price for AFIS System (D).*
- *Maharashtra Police has the right to delete any of the cost component(s) mentioned in the Price Summary and also has the right to increase or decrease the quantities of cost component(s)*
- *The bidder should ensure that rate mentioned above sufficiently covers all the expenses that the bidder shall incur for fulfilling the scope of work*

Request for Proposal for selection of system integrator for deployment of state wide Automated Fingerprint Identification System (AFIS)

- *The above cost should be inclusive of all types of taxes, duties, charges and levies as applicable etc. including VAT / Sales Tax, Service Tax, excise*
- *The Bidder needs to account for all Out of Pocket expenses due to Boarding, Lodging and other related items.*
- ** Handholding support person should have thorough knowledge of AFIS system.*
- *** Two software programmers expert in AFIS should be deployed for customization*

Place:

Signature of Bidder

Date:

Business Address_____

12. ANNEXURE D. ADDITIONAL COMPONENTS COMMERCIAL BID DOCUMENT FORMAT

Along with the AFIS system, Maharashtra Police also intends to purchase Face Recognition System and Iris Capture and Recognition System. The bidders are required to give separate quotation for the above two systems. The specification for the Face Recognition System and Iris capture & recognition system are provided in Annexure E and F respectively. The procurement of the two systems is subject to the decision of Maharashtra Police.

| Sr. No. | Cost Item | Cost INR | Unit | Cost(A) INR | Taxes (B) INR | Total Cost including taxes (A+B) (INR) |
|---------|--|-------------|------|-------------|---------------|--|
| 1 | Server side Face Recognition System (including licenses if any and customization) with AFIS integration cost | | 1 | | | |
| 2 | Face recognition software (including licenses if required and customization) for district / bureau workstation unit | | 77 | | | |
| 3 | Face recognition software (including licenses if required and customization) for portable workstation unit | | 50 | | | |
| 4 | Face recognition software (including licenses if required and customization) for enrollment workstation unit | | 1117 | | | |
| 5 | Server side Iris Capture and recognition System Software (including licenses if required and customization) with AFIS integration cost | | 1 | | | |
| 6 | Iris Capture and recognition System Software (including licenses if required and customization) for district / bureau workstation unit | | 4 | | | |

| Sr. No. | Cost Item | Cost INR | Unit | Cost(A) INR | Taxes (B) INR | Total Cost including taxes (A+B) (INR) |
|---------|---|----------|------|-------------|---------------|--|
| 7 | Iris Capture and recognition Software (including licenses if required and customization) for portable workstation unit | | 50 | | | |
| 8 | Iris Capture and recognition System Software (including licenses if required and customization) for enrollment workstation unit | | 1117 | | | |
| 9 | Iris Capture and recognition System Hardware with AFIS integration cost | | 1171 | | | |

Note:

- **Maharashtra Police has the right to delete any of the cost component(s) mentioned in the Price Summary and also has the right to increase or decrease the quantities of cost component(s)**
- **The cost for Face Recognition System & Iris Capture and recognition System includes cost for integration with Automatic finger print identification system module**
- *The bidder should ensure that rate mentioned above sufficiently covers all the expenses that the bidder shall incur for fulfilling the scope of work*
- *The above cost should be inclusive of all types of taxes, duties, charges and levies as applicable etc. including VAT / Sales Tax, Service Tax, excise*
- *The Bidder needs to account for all Out of Pocket expenses due to Boarding, Lodging and other related items.*

13. ANNEXURE E. FACE RECOGNITION SYSTEM

Maharashtra Police intends to also integrate the face recognition system with the AFIS. The functionality of the face recognition system is as below -

The OEM should have participated in latest international benchmarks done by the NIST dedicated to Face (FRVT & Face Recognition Vendor Tests - <http://www.nist.gov/itl/iad/ig/frvt-home.cfm> or MBE Multiple Biometrics Evaluation – [Http://www.nist.gov/itl/iad/ig/mbe.cfm](http://www.nist.gov/itl/iad/ig/mbe.cfm))

Specifications for the Face Recognition System

- The system should be capable of receiving, storing, matching and retrieving electronically transmitted Facial data from AFIS workstations, Enrollment Workstations and Portable Systems.
- The system should fully integrate with AFIS application i.e., Central Server side application, District AFIS application, Enrollment workstation application & Portable AFIS application.
- The system should be able to do 1:1 Verification
- The system should be able to do 1:n Identification
- The system should have compliance with the standard “Full Frontal Image - ISO/ IEC JTC1 19794-5 :2005” for portraits during enrolment
- The system should have compliance with the standard “ISO/IEC JTC1 19794-5:2005” for searches against images database (no need of Full Frontal Image)
- The system should have compliance to ISO IEC 19794-5 and ANSI NIST standards
- The system should support Image formats: JPEG, JPG2000, TIFF, GIF, PNG, BMP
- The system should support Video formats: .avi containers, MPEG4 - part 2 codecs.
- The system should be able to carry out automated ICAO tests on acquired portrait photo at the time of the enrollment.
- The offered enrollment software for the input workstations should implement all mandatory tests specified by the ICAO (orientation, lighting, pose, facial expression, image quality, etc.)
- The system should be capable of receiving, storing, matching and retrieving electronically transmitted Face from its AMBIS workstations, Enrollment Workstations and Portable AMBIS System.
- It should provide the following matching features
 - Face – Face
 - Face – Latent Face
 - Latent Face - Face
- The system should have GLVQ based multiple matching face detection
- The system should have Head, Face and Eye position detection

- The system should support the ranking of candidate matches for a selected print or set of prints with the highest potential of a likely match appearing in first position.
- The system should be able to capture face with 120 pixels between the eyes.
- The system should display a live feed from the camera and give a live quality feedback with visual cues. The system should allow one click capture and automatic face finding. If the system fails to find faces the software should allow the operator to manually mark the face.
- The system should allow Quality assessment on the spot to be performed to provide operator feedback and multiple attempts should be allowed in case if the quality does not meet the requirements.
- Recognition regardless of vantage point and facial changes (glasses, beard, and expression)
- Extraction of similar facial areas
- Flexible integration into many types of video monitoring systems
- Supporting diverse graphic and video formats as well as live cameras
- The application should be capable to accommodate 50 Records (Face) process fired from multiple locations.
- The system should be able to searches on videos (videos should be of a limited time/size: less than 10 minutes/less than 100MB)
- The system should have Infra-red camera support
- The system should be scalable with an Unlimited Database Size
- The system should have Web Interface
- The system should Produce reports on offenders, cases and facial comparison
- The system should have provision for proper administration and access control
- The system should have provision for Post Event Searching

14. ANNEXURE F. IRIS CAPTURE AND RECOGNITION SYSTEM

Maharashtra Police intends to also integrate the iris capture and recognition system with the AFIS.

The functionality of the face recognition system is as below -

Participated in latest international benchmarks done by the NIST dedicated to IRIS (Iris Challenge Evaluation <http://www.nist.gov/itl/iad/ig/ice.cfm>)

Specifications for IRIS Capture Device

- **Form:** Handheld IRIS Capture device
- **Capture Mechanism:** Dual Optical System for simultaneous capture of both iris images
- **Operating Distance:** 120 to 140 mm
- **Iris Diameter:** >210 pixels
- **Spatial Resolution:** 4.0 lp/mm at 60% or higher contrast
- **Biometric Data Interchange formats:** ANSI INCITS 379-2004; ISO/IEC 19794-6
- **Illumination:** Near Infra Red (NIR)
- **Weight:** Less than 1 kg
- **Power Input:** USB
- **Power Consumption:** 500 mA
- **Operating Temperature:** 0° C to 49° C
- **Humidity:** 10 - 90% non-condensing
- **Interface:** USB 2.0
- **Certifications:**
 - ISO/IEC 19794-6
 - FCC Class A
 - RoHS
 - IP54 compliant
 - USB-IF certified
 - CE
- **Certifications for Eye Safety:**
 - Class 1 LED Product
 - IEC/EN 62471 standards

OEM should provide required SDK and application along with the IRIS Capture device. IRIS processing software should have the following features:

- The system should be capable of receiving, storing, matching and retrieving electronically transmitted Iris data from AFIS workstations, Enrollment Workstations and Portable Systems.
- The system should fully integrate with AFIS application i.e. Central Server side application, District AFIS application, Enrollment workstation application & Portable AFIS application.
- The system should capture and store IRIS library
- The system should have features for 1:1 IRIS authentication
- The system should have features for 1:n IRIS identification
- In case of Identification the system should be capable of achieving accuracy of FNIR < 1% and FPIR < 0.01% with a multimodal search using Iris. For individual biometric modalities the accuracy should be as follows: FNIR < 3% and FPIR<0.01%.
- The system should show list of eyes that may contain error
- The system should generate various reports on IRIS matching, eye library etc.
- The system should auto-detect the pupil, iris and eyelids to a high degree of accuracy
- The system should allow to manually specify the location of the iris and eyelids
- The system should have facility for image enhancement
- The system should have facility for automated image quality rating for each IRIS
- The system should have facility to search an IRIS image
- The system should have provision to check IRIS image with another IRIS image from the library
- The system should be able to handle unlimited database size
- The system should have proper access control

15. ANNEXURE G. GUIDELINES ON OPERATING THE ELECTRONIC TENDERING SYSTEM

This annexure explains the details of the Maharashtra Governments electronic tendering system. Bidders are expected to go through the details of this annexure carefully in order to be fully aware of the procedure.

15.1. PRE-REQUISITES TO PARTICIPATE IN THE TENDERS PROCESSED BY MAPO

1. Registration of Contractors on Electronic Tendering System on Sub – Portal of MAPO:

The Contractors **Non Registered** in **MAHARASHTRA POLICE** and interested in participating in the e-Tendering process of **MAPO** shall be required to enroll on the Electronic Tendering System. To enroll contractor has to generate User ID and password on the <https://mapo.maharashtra.etenders.in>

Once the ID is generated the Contractor can login into the eTendering portal of Government of Maharashtra. The process of Enrolment is explained in Step

i) – Registration of New Contractors.:

Registration Link:

<https://maharashtra.etenders.in/tnduploads/mah/pressnotices/RegistrationofContractorsOnline.pdf>

The Contractors may obtain the necessary information on the process of enrolment either from **Helpdesk Support Team: 020-30187500** or may visit the information published under the link **Enroll** under the section **E-Tendering Toolkit for Bidders** on the Main Portal of of the Electronic Tendering System for **MAPO**. i.e. <https://maharashtra.etenders.in>

2. Obtaining a Digital Certificate: <https://maharashtra.etenders.in/mah/DigitalCerti.asp>

The Bid Data that is prepared online is required to be encrypted and the hash value of the Bid Data is required to be signed electronically using a **Digital Certificate (Class – II or Class – III)**. This is required to maintain the security of the Bid Data and also to establish the identity of the Contractor transacting on the System. **This Digital Certificate should be having Two Pair (1. Sign Verification 2. Encryption/ Decryption)**

The Digital Certificates are issued by an approved Certifying Authority authorized by the Controller of Certifying Authorities of Government of India through their Authorized Representatives upon receipt of documents required to obtain a Digital Certificate.

Bid data / information for a particular Tender may be submitted only using the Encryption Digital

Certificate which is used to encrypt the data / information and Signing Digital Certificate to sign the hash value during the **Bid Preparation and Hash Submission** stage. In case, during the process of preparing and submitting a Bid for a particular Tender, the Contractor loses his / her Digital Signature Certificate (i.e. due to virus attack, hardware problem, operating system problem); he / she may not be able to submit the Bid online. Hence, the Users are advised to store his / her Digital Certificate securely and if possible, keep a backup at safe place under adequate security to be used in case of need.

In case of online tendering, if the Digital Certificate issued to an Authorized User of a Partnership Firm is used for signing and submitting a bid, it will be considered equivalent to a no objection certificate / power of attorney to that User to submit the bid on behalf of the Partnership Firm. The Partnership Firm has to authorize a specific individual via an authorization certificate signed by a partner of the firm (and in case the applicant is a partner, another partner in the same form is required to authorize) to use the digital certificate as per **Indian Information Technology Act, 2000**.

Unless the Digital Certificate is revoked, it will be assumed to represent adequate authority of the Authority User to bid on behalf of the Firm for the Tenders processed on the Electronic Tender Management System of

Government of Maharashtra as per **Indian Information Technology Act, 2000**. The Digital Signature of this Authorized User will be binding on the Firm. It shall be the responsibility of Partners of the Firm to inform the Certifying Authority or Sub Certifying Authority, if the Authorized User changes, and apply for a fresh Digital Signature Certificate. The procedure for application of a Digital Signature Certificate will remain the same for the new Authorized User.

The same procedure holds true for the Authorized Users in a Private / Public Limited Company. In this case, the Authorization Certificate will have to be signed by the Director of the Company or the Reporting Authority of the Applicant.

For information on the process of application for obtaining Digital Certificate, the Contractors may visit the section **Digital Certificate** on the Home Page of the Electronic Tendering System. The Contractor should Ensure while procuring new digital certificate that they procure a pair of certificates (two certificates) one for the purpose of Digital Signature, Non-Repudiation and another for Key Encipherment.

3. Recommended Hardware and Internet Connectivity:

To operate on the Electronic Tendering System, the Contractors are recommended to use Computer System with at least 1 GB of RAM and broadband connectivity with minimum 512 kbps bandwidth. However, Computer Systems with latest i3 / i5 Intel Processors and 3G connection is recommended for better performance.

Operating System Requirement: Windows XP – Service Pack 3

Windows 7 – Professional, Enterprise and ultimate Edition

Windows Vista – Business, Enterprise and ultimate Edition

Browser Requirement (Compulsory) : Internet Explorer Version.7 And Above

4. Set up of Computer System for executing the operations on the Electronic Tendering System:

To operate on the Electronic Tendering System of Government of Maharashtra, the Computer System of the Contractors is required be set up. The Contractors are required to install Utilities available under the section **Mandatory Installation Components** on the Home Page of the System. The steps to install these Components are provided in section Step 1 – Instructions for New User.

Mandatory Components Are :

1> Number To Word Conversion Utility 2> NxtCryptoSetup Etoken Utility(SHA2) (According to etoken drivers)

The Utilities are available for download freely from the above mentioned section. The Contractors are requested to refer to the **eTendering Toolkit for Bidders** available online on the Home Page to understand the process of setting up the System, or alternatively, contact the Helpdesk Support Team on information / guidance on the process of setting up the System.

Mandatory Internet Setting :

<https://maharashtra.etenders.in/tnduploads/mah/pressnotices/User%20Guide.pdf>

5. Online Payment for Service Provider Fees:

In addition to the Tender Document Fees, Registration Fees and EMD payable to MAPO, the **Contractors will have to pay Service Providers Fees of Rs. 1,038/- through online payments gateway service available on Electronic Tendering System**. For the list of options for making online payments, the Contractors are advised to visit the link **ePayment Options** under the section **E-Tendering Toolkit for Bidders** on the Home Page of the Electronic Tendering System i.e. **<https://maharashtra.etenders.in>**

15.2. STEPS TO BE FOLLOWED BY BIDDERS TO PARTICIPATE IN THE E-TENDERS PROCESSED BY MAPO

1. Preparation of online Briefcase

All Contractors enrolled on the Electronic Tendering System of Government of Maharashtra are provided with dedicated briefcase facility to store documents / files in digital format. The Contractors can use the online briefcase to store their scanned copies of frequently used documents / files to be submitted as a part of their bid response. The Contractors are advised to store the relevant documents in the briefcase before starting the Bid Preparation and submission stage.

In Case, the Contractors have multiple documents under the same type (e.g. multiple Work Completion Certificates) as mentioned above, the Contractors advised to either create a single **.pdf or .jpg** file of all the documents of same type or compress the documents in a single compressed file in **.zip or .rar** formats and upload the same.

It is mandatory to upload the documents using the briefcase facility. Therefore, the Contractors are advised to keep the documents ready in the briefcase to ensure timely bid preparation.

Note : Uploading of documents in the briefcase does not mean that the documents are available to MAPO at the time of tender Opening stage unless the documents are specifically attached to the bid during the online Bid Preparation and Hash Submission stage as well as during Decryption and Re-encryption stage.

2. Online viewing of Detailed Notice Inviting Tenders :

The Contractors can view the Detailed Tender Notice along with the Time Schedule (Key Dates) for all the Live Tenders released by MAPO on the home page of MAPO e-Tendering Portal on <https://mapo.maharashtra.etenders.in> under the section Recent Online Tender.

3. Online Tender Fees To Download of Tender Documents :

The Pre-qualification / Main Bidding Documents are available for free downloading. However to participate in the online tender, the bidder must purchase the bidding documents via online mode by filling the cost of tender form fee. i.e. **All the eligible contractors can make payment of Tender through online by using their Debit Card , Credit Card or Net Banking.**

4. Online EMD payment and Bid Preparation and submission of bid Hash (seal) of Bids

Bid preparation will start with the stage of EMD Payment which bidder has to pay online using any one online pay mode as RTGS, NEFT or payment gateway. i.e.

In this stage all the contractor will have to pay EMD online by using their Debit Card , Credit Card or Net Banking Or they can use NEFT/RTGS Options also

For EMD payment, if bidder use NEFT or RTGS then system will generate a challan (in two copies) with unique challan No. specific to the tender. Bidder will use this challan in his bank to make NEFT/RTGS Payment via net banking facility provided by bidder's bank.

Bidder will have to validate the EMD payment as a last stage of bid preparation. If the payment is not realized with bank, in that case system will not be able to validate the payment and will not allow the bidder to complete his Bid Preparation stage resulting in non participation in the aforesaid eTender.

Note :

*** Relaisation of NEFT/RTGS payment normally takes 2 to 24 hours, so it is advised to contractors to make sure that NEFT.RTGS payment activity should be completed well before time at the time of submission.**

*** NEFT/RTGS option will be depend on the amount of EMD.**

*** Help file regarding use of ePayment Gateway can be downloaded from eTendering portal.**

Submission of Bids will be preceded by online bid preparation and submission of the digitally signed Bid Hashes (Seals) within the Tender Time Schedule (Key dates) published in the Detailed Notice Inviting Tender. The Bid Data is to be prepared in the templates provided by the Tendering Authority of MAPO. The templates may be either form based, extensible tables and / or uploadable documents. In the form based type of templates and extensible table type of templates, the Contractors are required to enter the data and encrypt the data using the Digital Certificate.

In case Uploadable document type of templates, the Contractors are required to select the relevant document / compressed file (containing multiple documents) already uploaded in the briefcase.

Notes :

- a. The Contractors upload a single documents or a compressed file containing multiple documents against each unloadable option.
- b. The Hashes are the thumbprint of electronic data and are based on one – way algorithm. The Hashes establish the unique identity of Bid Data.
- c. The Bid hash values are digitally signed using valid class – II or Class – III Digital Certificate issued any Certifying Authority. The Contractors are required to obtain Digital Certificate in advance.
- d. After the hash value of bid is generated, the Contractors cannot make any change / addition in its bid data. The bidder may modify bids before the deadline for Bid Preparation and Hash Submission as per Time Schedule mentioned in the Tender documents.
- e. This stage will be applicable during both. Pre-bid / Pre-qualification and Financial Bidding Processes.

5. Close for Bidding (Generation of Super Hash Values) :

After the expiry of the cut- off time of Bid Preparation and Hash Submission stage to be completed by the Contractors has lapsed, the Tender will be closed by the Tender Authority.

The Tender Authority from MAPO shall generate and digitally sign the Super Hash values (Seals).

6. Decryption and Re-encryption of bids (submitting the Bids online) :

After the time for generation of super hash values by the Tender Authority from MAPO has lapsed, the **Contractors have to make the online payment of Rs. 1,038/- (882 + Payment Gateway Charges + Service Tax) towards the fees of the Service Provider.** After making online payment towards fees of Services provider, the Contractors are required to decrypt their bid data using their Digital Certificate and immediately re-encrypt their bid data using the public key of the Tendering Authority. The Public Key of the Tendering Authority is attached to the Tender during the Close for Bidding stage.

Note: The details of the Processing Fees shall be verified and matched during the Technical Opening stage.

At this time the Contractors are also required to upload the files for which they generated the Hash values during the Bid Preparation and Hash Submission Stage.

The Bid Data and Documents of only those Contractors who have submitted their Bid Hashes (Seals) Within the stipulated time (as per the Tender Time Schedule), will be available for decryption and re-encryption and to upload the relevant documents from Briefcase. A Contractor who has not submitted his Bid Preparation and Hash Submission stage within the stipulated time will not be allowed to decrypt / re-encrypt the bid data / submit documents during the stage of decryption and Re-encryption of bids (submitting the bids online).

7. Short listing of Contractors for Financial Bidding Process :

The Tendering Authority will first open the Technical Bid documents of all Contractors and after scrutinizing these documents will shortlist the Contractors who are eligible for Financial Bidding Process. The short listed Contractors will be intimated by email.

8. Opening of the Financial Bids :

The Contractors may remain present in the office of the Tender Opening Authority at the time of opening of Financial Bids. However, the results of the Financial Bids of all Contractors shall be available on the MAPO e-Tendering Portal immediately after the completion of opening process.

9. Tender Schedule (Key Dates) :

The Contractors are strictly advised to follow the Dates and Times allocated to each stage under the column "Contractor Stage" as indicated in the Time Schedule in the Detailed tender Notice for the Tender. All the online activities are time tracked and the electronic Tendering System enforces time-locks that ensure that no activity or transaction can take place outside the Start and End Dates and time of the stage as defined in the Tender Schedule.

At the sole discretion of the tender Authority, the time schedule of the Tender stages may be extended.

C) Terms and Conditions for Online Payments :

The Terms and Conditions contained herein shall apply to any person ("User" using the services of MAPO Maharashtra, hereinafter referred to as "Merchant" for making Tender fee and Earnest Money deposit (EMD) payments through an online Payment Gateway Service ("Service") offered by ICICI Bank Ltd. in association with eTendering Service provider and Payment Gateway Service provider through MAPO Maharashtra website i.e. <https://mapo.maharashtra.etenders.in> Each User is therefore deemed to have read and accepted these Terms and Conditions.

Privacy Policy

The Merchant respects and protects the privacy of the individuals that access the information and use the services provided through them. Individually identifiable information about the User is not willfully disclosed to any third party without first receiving the User's permission, as covered in this Privacy Policy.

This Privacy Policy describes Merchant's treatment of personally identifiable information that Merchant collects when the User is on the Merchant's website. The Merchant does not collect any unique information about the User (such as User's name, email address, age, gender etc.) except when you specification and knowingly provide such information on the Website. Like any business interested in offering the highest quality of service to clients, Merchant may, from time to time send email to the User and other communication to tell the User about the various services, features, functionality and content offered by Merchant's website or seek voluntary information from the User.

Please be aware, however, that Merchant will release specific personal information about the User if required to do so in the following circumstances:

- a) in order to comply with any valid legal process such as a search warrant, statute, or court order, or
available at time of opening the tender
- b) if any of User's actions on our website violate the Terms of Service or any of our guidelines for specific services, or
- c) to protect or defend Merchant's legal rights or property, the Merchant's site, or the Users of the site or:
- d) to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the security, integrity of Merchant's website/offers.

General Terms and Conditions For E-Payment

- 1. Once a User has accepted these Terms and Conditions, he/ she may register on Merchants website and avail the Services.
- 2. Merchant's rights, obligations, undertakings shall be subject to the laws in force in India, as well as any directives/ procedures of Government of India, and nothing contained in these Terms and

Conditions shall be in derogation of Merchant's right to comply with any law enforcement agencies request or requirements relating to any User's use of the website or information provided to or gathered by Merchant with respect to such use. Each User accepts and agrees that the provision of details of his/ her use of the Website to regulators or police or to any other third party in order to resolve disputes or complaints which relate to the Website shall be at the absolute discretion of Merchant.

3. If any Part of these Terms and Conditions are determined to be invalid or unenforceable pursuant to applicable law including, but not limited to, the warranty disclaimers and liability limitations set forth herein, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision and the remainder of these Terms and Conditions shall continue in effect.
4. These Terms and Conditions constitute the entire agreement between the User and Merchant. These Terms and Conditions supersede all prior or contemporaneous communications and proposals, whether electronic, oral or written, between the User and Merchant. A printed version of these Terms and Conditions and of any notice given in electronic form shall be admissible in judicial or administrative proceedings based upon or relating to these Terms and Conditions to the same extent and subject to the same conditions as other business documents and records originally generated and maintained in printed form.
5. The entries in the books of Merchant and/or the Payment Gateway Service Providers kept in the ordinary course of business of Merchant and/or the Payment Gateway Service Providers with regard to transactions covered under these Terms and Conditions and matters therein appearing shall be binding on the User and shall be conclusive proof of the genuineness and accuracy of the transaction.
6. **Refund For Charge Back Transaction:** In the event there is any claim for / of charge back by the User for any reason whatsoever, such User shall immediately approach Merchant with his / her claim details and claim refund from Merchant alone. Such refund (if any) shall be effected only by Merchant via payment gateway or by means of a demand draft or such other means as Merchant deems appropriate. No claims for refund/ charge back shall be made by any User to the Payment Gateway Service Provider(s) and in the event such claim is made it shall not be entertained.
7. In these Terms and Conditions, the term "Charge Back" shall mean approved and settled credit card or net banking purchase transaction(s) which are at any time refused, debited or charged back to merchant account (and shall also include similar debits to Payment Gateway Service Provider's accounts, if any) by the acquiring bank or credit card company for any reason whatsoever, together with the bank fees, penalties and other charges incidental thereto.
8. Refund for fraudulent / duplicate transaction(s): The User shall directly contact Merchant for any fraudulent transaction(s) on account of misuse of Card / Bank details by a fraudulent individual/party and such issues shall be suitably addressed by Merchant alone in line with their policies and rules.
9. Server Slow Down/Session Timeout: In case the Website or Payment Gateway Service Provider's webpage, that is linked to the Website, is experiencing any server related issues like 'slow down' or 'failure' or 'session timeout', the User shall, before initiating the second payment, check whether his/her Bank Account has been debited or not and accordingly resort to one of the following options:

- i. In case the Bank Account appears to be debited, ensure that he / she does not make the payment twice and immediately thereafter contact Merchant via e-mail or any other mode of contact as provided by Merchant to confirm payment.
- ii. In case the Bank Account is not debited, the User may initiate a fresh transaction to make payment.
However the User agrees that under no circumstances the Payment Gateway Service Provider shall be held responsible for such fraudulent/duplicate transactions and hence no claims should be raised to Payment Gateway Service Provider. No communication received by the Payment Gateway Service Provider(s) in this regard shall be entertained by the Payment Gateway Service Provider,

Limitation of Liability

1. Merchant has made this Service available to the User as a matter of convenience. Merchant expressly disclaims any claim or liability arising out of the provision of this Service. The User agrees and acknowledges that he/ she shall be solely responsible for his/ her conduct and that Merchant reserves the right to terminate the rights to use of the Service immediately without giving any prior notice thereof.
2. Merchant and/or the Payment Gateway Service Providers shall not be liable for any inaccuracy, error or delay in, or omission of (a) any data, information or message, or (b) the transmission or delivery of any such data, information or message; or (c) any loss or damage arising from or occasioned by any such inaccuracy, error, delay or omission. nonperformance or interruption in any such data, information or message. Under no circumstances shall the Merchant and/or the Payment Gateway Service Providers, its employees, directors and its third party agents involved in processing, delivering or managing the Services. be liable for any direct, indirect, incidental, special or consequential damages, or any damages whatsoever, including punitive or exemplary arising out of or in any way connected with the provision of or any inadequacy or deficiency in the provision of the Services or resulting from unauthorized access or alteration of transmissions of data or arising from suspension or termination of the Services.
3. The Merchant and the Payment Gateway Service Provider(s) assume no liability whatsoever for any monetary or other damage suffered by the User on account of:
 - (I) the delay, failure, interruption, or corruption of any data or other information transmitted in connection with use of the Payment Gateway or Services in connection thereto; and/ or
 - (ii) any interruption or errors in the operation of the Payment Gateway.
4. The User shall indemnify and hold harmless the Payment Gateway Service Provider(s) and Merchant and their respective officers, directors, agents and employees from any claim or remand or actions arising out of or in connection with the utilization of the Services.

The User agrees that Merchant or any of its employees will not be held liable by the User for any loss or damages arising from your use of, or reliance upon the information contained on the Website, or any failure complete these Terms and Conditions where such failure is due to circumstances beyond Merchant's reasonable control.

16. ANNEXURE H. FORMAT FOR BID SECURITY (EARNEST MONEY DEPOSIT)

1. In consideration of __ (hereinafter called the "Government") represented by _____, on the first part and M/s _____ of _____ (hereinafter referred to as "Bidder") on the Second part, having agreed to accept the Earnest Money Deposit of Rs. _ (Rupees _____) in the form of Bank Guarantee for the Request for Proposal for procurement of _____ we _____ (Name of the Bank), (hereinafter referred to as the "Bank"), do hereby undertake to pay to the Government forthwith on demand without any demur and without seeking any reasons whatsoever, an amount not exceeding _____ (Rupees _____) and the guarantee will remain valid up to a period of one year from the due date of the tender. It will, however, be open to the Government to return the Guarantee earlier than this period to the System Integrator, in case the System Integrator does not qualify for the commercial negotiations by the Commercial Negotiations Committee (CNC) as constituted by the Government after a recommendation is made by the CNC on the bid(s) after an evaluation.
2. In the event of the System Integrator withdrawing the tender before the completion of the stages prior to the Commercial negotiations or during the Commercial negotiations, as the case may be, the Guarantee deposited by the System Integrator stands forfeited to the Government. We also undertake not to revoke this guarantee during this period except with the previous consent of the Government in writing and we further agree that our liability under the Guarantee shall not be discharged by any variation in the term of the said tender and we shall be deemed to have agreed to any such variation.
3. No interest shall be payable by the Government to the System Integrator on the guarantee for the period of its currency.

Dated this _____ day of ____ 2015

For the Bank of __ (Agent/Manager)

17. ANNEXURE I. FORMAT FOR BANK GUARANTEE (PERFORMANCE BANK GUARANTEE)

Bank Guarantee No. _____

Date: _____

To,

Director General of Police,
Maharashtra State, Mumbai
Maharashtra Police Headquarters,
Old Council Hal, I Shahid Bhagat Singh Marg,
Colaba, Mumbai – 400 001

Dear Sir,

Whereas << *bidders name* >> having its corporate office at << *bidders' address* >> hereinafter called “Vendor”), has undertaken, in pursuance of agreement dated << *Date* >> (hereinafter referred to as the Agreement) for project – “Installation, Commissioning and Maintenance of Automated Finger Print Identification System (AFIS)”.

AND WHEREAS it has been stipulated in the said Agreement that the Vendor shall furnish a Bank Guarantee (“the Guarantee”) from a nationalized bank for the sum of Rs. << *amount in numbers* >> (Rupees << *amount in words* >> only) as security for project – “Installation, Commissioning and Maintenance of Automated Finger Print Identification System (AFIS)”.

WHEREAS << *Name of Bank branch at Name of Branch* >> (Hereinafter referred to as the “Bank” which expression shall unless repugnant to the context or contrary to the meaning thereof, include its successors and assigns) have agreed to give the Director General of Police, Maharashtra State, Mumbai (hereinafter called “DGP (M.S.), Mumbai”) the Guarantee.

THEREFORE the Bank hereby agrees and affirms as follows:

1. The Bank hereby irrevocably and unconditionally guarantees the payment of all sums due and payable by the Vendor to DGP (M.S.), Mumbai under the terms of the said agreement. Provided however that the maximum liability of the Bank towards DGP (M.S.), Mumbai under this Guarantee shall not, under any circumstances, exceed Rs. << *amount in numbers* >> (Rupees << *amount in words* >> only) in aggregate.
2. In pursuance of this Guarantee, the Bank shall, immediately upon the receipt of a written notice received by us during normal banking hours, on or before << *Date* >> from DGP (M.S.), Mumbai in that behalf and without delay, demur or setoff, pay to DGP (M.S.), Mumbai any and all sums demanded under this guarantee by DGP (M.S.), Mumbai under the said demand notice, subject to the maximum limits specified in Clause 1 above. A notice from DGP (M.S.), Mumbai to the Bank shall be sent by registered post (acknowledgement due) at the following address, which should be received by the Bank, on or before << *Date* >>.

Name of Bank _____

Name of Branch _____

Address of Branch _____

3. This Guarantee shall come into effect immediately upon execution and shall remain in force up to <<Date>>

The Bank may at its sole discretion extend the Guarantee for a further period which may be mutually decided by the Vendor and DGP (M.S.), Mumbai, provided we are in receipt of a written notice received by us during normal banking hours, on or before <<Date>>

The liability of the Bank under the terms of this Guarantee shall not, in any matter whatsoever, be modified, discharged or otherwise affected by:

- Any change or amendment to the terms and conditions of the contract or the execution of any further agreements.
- Any breach or non compliance by the Vendor with any of the terms and conditions of any agreement/credit arrangement, present or future between the Vendor and the Bank, provided that nothing herein above will enlarge or extend the liability of the Bank under this Guarantee.

4. The Bank shall not be released of its obligations under these presents by reason of any act of omission or commission on the part of DGP (M.S.), Mumbai or any other indulgence shown by DGP (M.S.), Mumbai or any other matter whatsoever which under the law, but for this provision, have the effect of relieving the bank provided that nothing hereinabove will enlarge or extend the liability of the Bank under this guarantee.

Any part payment made by the Bank under this Guarantee shall proportionately reduce the amount outstanding under this guarantee.

5. This Guarantee will be subject to Indian law and jurisdiction of courts in Mumbai.

6. Notwithstanding anything contained above:

- i. Our liability under this bank guarantee shall not exceed Rs.<<amount in number>> (Rupees <<amount in words>> only) in aggregate.
- ii. This bank guarantee shall be valid up to <<Date>> and
- iii. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if we receive a written claim or demand on or before <<Date>>. And if no such claim is received by us by the date mentioned as aforesaid, then all rights of the DGP (M.S.), Mumbai under this guarantee shall cease.

7. The beneficiary should seek confirmation of issuance of this guarantee from the controlling office of the issuing branch which is Name of Branch

8. We Name of Bank lastly undertake not to revoke this guarantee during its currency except with the previous consent of the DGP (M.S.), Mumbai in writing.

Request for Proposal for selection of system integrator for deployment of state wide Automated Fingerprint Identification System (AFIS)

Dated the _____ day of __ 2015
For Name of Bank

i. Signature _____

ii. Name _____

iii. Designation _____

iv. GBPA No. _____

Guarantee Bond No.

Queries: Tender No.DGP/17/6162/AFIS/26/2012/680 "Request for Proposal for selection of system integrator for deployment of state wide Automated Fingerprint (AFIS)

| Sr. No. | Bidding Document Reference(s) (Section number / Page number) | Content of RFP requiring clarification | Points of Clarification required | Reply on Query |
|----------------|--|--|---|--|
| A | Queries by :- Smart Chip Limited | | | |
| 1 | Bidding Document reference: Bid Evaluation; Evaluation Framework / Section No. 3.4 / Page No. 14-15 | <p>The bidders are expected to demonstrate a Proof of Concept (POC) of the AFIS solution. The bidders will be provided the following set of input data for the POC.</p> <p>format of FACTS system of CMC Ltd.</p> <p>expected to convert the data in the NIST file formats and bring all the setup (hardware/ software) to CID Headquarters, Pune for demonstrating POC. (If necessary, test data test/database size can be increased or decreased by Technical Committee). Integration & scalability of Face recognition system and IRIS system will also be technically evaluated by Technical Committee in POC.</p> | <p>We request you to please reconsider this clause and relax this clause for the bidders who have already undergone and successfully qualified the benchmarking test at the time of PoC's with regard to previous tenders (Tender No. DGP/17/6162/Computerization-AFIS (2010-11)/26/2012 Dated: 9th July 2012 and 25th January 2013).</p> | <p>This RFP has been prepared as per the latest NCRB guidelines. As per RFP tender terms, POC is required.</p> |
| 2 | Final Score / Page No. 16 | The Technical bid shall have a weightage of 30% in the overall | Since you are looking for a highly accurate AFIS solution, we request | Tender clause remains unchanged. |

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| | | evaluation of the bid and the Commercial bid shall have a weightage of 70% in the overall evaluation. The final score of the bidder shall be $0.3 \times (\text{Technical Score}) + 0.7 \times (\text{Commercial Score})$. | you to please reconsider this clause and amend it to weightage of Technical Bid to 70% in the overall evaluation of the bid and the Commercial bid shall have a weightage of 30% in the overall evaluation. The final score of the bidder shall be $0.7 \times (\text{Technical Score}) + 0.3 \times (\text{Commercial Score})$. | |
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| B | Queries by :- Papillon Systems India Pvt. Ltd. | | | |
| 1 | | | Ten print card consists 10 rolled prints, 10 slaps(4+4+2) and 2 palms. Hence TP card data base scalability upto 50 lacs, means it covers palm prints also. Hence no need of having separate palm data base, please clarify | RFP clause is self explanatory, we require separate ten print and palm print database, as palm print slips of property offences and serious offences are only kept on the record. |
| 2 | | | In searching, a chance prints can be either latent finger or latent palm. Hence no need of separate index, unless the expert wants to minimise the searching, please clarify. | RFP already includes this clause. |
| 3 | | | Searching load is equal or variable in local search data base? If so is it required to work on different response time for different station. | Response time should be same for all stations. |
| 4 | | | The Mobile AFIS station, it is required to have any hand hold device | Handhold device integration is not |

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| | | | integration over 4G network or just to have a mobile AFIS to work with car battery | part of the RFP, however portable AFIS integration is part of the scope of this AFIS RFP |
| 5 | | | CCTNS integration means, at what level? Just to receive and transmit/exchange data or anything else, please clarify. | AFIS INTEGRATION WILL be at the database level with CCTNS i.e., data will be exchanged between CCTNS and AFIS and detailed modalities will be carried out during the AFIS project implementation by System Integrator in coordination with Maharashtra Police |
| 6 | | | The facial and IRIS price will be considered for final project cost? We don't want to offer IRIS or facial solution in AFIS server. Please clarify. | The facial and IRIS price will not be considered in final project cost, but you must have to submit the IRIS & Facial solution with costing |
| 7 | | | Portrait Image Building is part of database or just profile photos and demographic data is enough? Please clarify. | Portrait building is not part of AFIS DATABASE, however Profile photos and demographic data is part of AFIS SCOPE |

| C | Queries by :- Inspira | | | |
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| 1 | Qualification Criteria and Bid Evaluation, Page-12 | Bidder/Any consortium member in case of consortium must have participated in NIST ELFT or ELFT-EFS evaluation program conducted by NIST since 2007 for chance print encoding and matching | Request to add NIST since 2010 instead of 2007 as this is the latest evaluation program. | Tender requirment remains unchanged. |
| 2 | Qualification Criteria and Bid Evaluation, Page-12 | Bidder/Any consortium member in case of consortium must have succefully execuataed and completed in the last ten financial years, at least 3 AFIS installation at law and enforcement agencies acroos the world. | Request to add the implementation values of AFIS database of minimum 10 lakhs records, including ten prints, chance prints and plam prints. | Tender requirment remains unchanged. |
| 3 | Additional Point | | The Bidder/Lead bidder in case of consortium partner must have CMMI level 5. This will allow only T1 bidder who can implement this project. | Tender requirment remains unchanged. |
| 4 | 4.13. Post implementation support, services, clause No.IV, Page No:-50 | Updates/Upgrades/New releases/New versions of application software, database, operation systems. The bidder shall provide from time to time the Updates/Upgrades/New releases/New versions of the software and operation systems as required. The bidder should provide free upgrades, updates & patches of the software and tools to Maharashtra Police as and when released by OEM without any additional cost. | In this regards, Kindly amend the clause like:Updates/New releases/New versions of application ofware, database, operation systems. The bidder shall provide from time to time the updates/New releases/New versions of the software and operation systems as required. The bidder should provide free updates & patches of the software and tools to Maharashtra Police as and when released by OEM without any additional cost. | Tender clause remains unchanged. |

| D | Queries by :- NEC | | | |
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| Page No | RFP Clause / Section | Requirement as per RFP | Query / Request | Reply on Query |
| 30 | 4.10.3 | 3.g) Finger / Palm latent to All - Ten print (Roll + slap = 20), Latent, Palm print and Latent Palm print database search | Since Latent search is always given by Latent expert from Latent examiner station he can identify the latent as either finger latent or palm latent and give search accordingly. Hence kindly remove this requirement. | System should have this requirement has been part of AFIS RFP since 2009. |
| 31 | 4.10.5 | 7. The latent search algorithm should also support search with no filtering and 100% data penetration to eliminate the need to perform multiple searches of the same latent print. | Since Latent search is always given by Latent expert from Latent examiner station. Hence kindly remove this requirement. | RFP requirement remains unchanged as this is an essential requirement. |
| 38 | 4.10.14 | 6. Automated search chance print upto 360 deg orientation | This should be a manual selection to avoid unnecessary burden on the search engines to do 360 deg search for all searches. Hence kindly request you to remove this requirement or make it as manual selection option. | RFP requirement remains unchanged as this is an essential requirement. |
| 8 | | 6. Last date of submission of tender offer 16/04/2015 | We request authority to extend the bid submission at least by 3-4 weeks | Decision to be taken by Tender Committee |
| E | Queries by :- IBIOS | | | |
| 30 | 3.1.1 | The Bidder must be 1. A company in India, registered under the Companies Act 1956 or 2.A Consortium of not more than 2 companies registered under the relevant act (The Consortium should have come into force before last date of submission of | Increase participation maximum 3 consortium members may be allowed. | Tender requirement remains unchanged. In past tenders, most of the bidders participating as consortium consisted not more |

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| | | tender) or 3. Original Equipment Manufacturer (OEM) for hardware and software | | than 2 companies. As per Technical Committee the change had made and in the past most companies bidding with two consortium only. |
| 31 | 3.1.5 | Bidder / Any consortium member in case of consortium must have successfully executed and completed in the last ten financial years, at least 3 AFIS installations at law enforcement agencies across the world | Bidder / any consortium member in case of consortium must have successfully executive and completed in the last 10 financial years, at least 2 AFIS installation at law enforcement agencies in India. | Tender requirement remains unchanged. |

| F | Queries by :- HP | | | | |
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| Page No | RFP Clause /Section | Content of RFP | Query | Suggested Response | Reply on Query |
| 47 | 4.13.3a | Central Helpdesk from the Maharashtra Police designated premises | Unstructured data makes 90 percent of all data. Tapping this data will help improve end user experience as well as increase IT productivity | 1 Helpdesk should provide modern data analysis methods for insight and value to service desk by leveraging unstructured as well as structured data 2 Helpdesk Should Allow for smart ticket feature 3. Solution should provide a Hot Topic Analytics feature and should intelligently display an interactive | RFP clause is self explanatory . As mentioned in RFP, bidder should provide central help desk and ensure SLAs as mentioned in RFP are met. |

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| | | | | <p>diagram indicating the hot topics among recent incidents so that users can easily discover incident trends and their relative impacts, and identify problem candidates</p> | |
| 49 | 4.13.1.XV | <p>The bidder shall develop and maintain an inventory database to include the registered hardware warranties.</p> | <p>Though the RFP does mention for Asset Tracking System, However it needs to be included in EMS scope to provide detailed capability and ensure proper integration with CMDB and Helpdesk System. CMDB and Helpdesk system procured as part of this tender will have integration and information exchange issues, If home-grown solution or scripts are used to do this function to reduce costs.</p> | <p>Proposed solution should have the auto-discovery tool. Should be able to collect information from desktops, laptops, workstations, network, and servers. Should have the ability to verify inventory data changes with current asset details before permanently updating the system of record. Discovery should be automatic and continuous to detect real time changes in the IT infrastructure. Discovery should work without requiring agent installation (that is, agent-less discovery) while discovery Layers 2 through Layers 7 of OSI model</p> | <p>RFP clause is self explanatory . Bidder should develop and maintain an inventory database/Asset register which also includes the registered hardware warranties.</p> |

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| | | | | <p>Should use Industry-standard protocols such as WMI, SNMP, JMX, SSH to perform discovery without requiring the installation of an agent</p> <p>Discovery system should have ability to modify out-of-box discovery scripts, create customized discovery scripts</p> <p>Discovery system should have the ability to capture configuration files for the purposes of comparison and change tracking</p> <p>Discovery system should be capable of supporting role-based access to various aspects of CMDB administration</p> | |
| 51 | 4.13.3.I | <p>The scope of the services for overall IT infrastructure management shall include 365x24x7 on site Monitoring, Maintenance and Management of the server and related infrastructure supplied and commissioned by the bidder for the application at the</p> | <p>EMS Solution should provide Ops bridge capability to enable a single pane of glass for IT event and Operations Management</p> | <p>*Application can be the manager of managers and capable of receiving events/alerts from multiple monitoring systems including system, network, storage, hardware, and application. System should be the single pane</p> | <p>RFP clause is self explanatory . bidder should ensure SLAs as mentioned in RFP are met.</p> |

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| | | <p>Data Center and Back up Site. The business hours in Maharashtra Police will be from 0900 hours to 2000 hours on all days (Mon-Sat). Bidder will plan these services accordingly. The bidder shall provide the MIS reports in specified format for all the devices installed in the Data Center and backup site in format and media as mutually agreed with the Maharashtra Police on a monthly basis. Whenever required by Maharashtra Police, bidder should be able to provide additional reports in a pre-specified format. The indicative services as part of this support are as below: a. System Administration, Maintenance & Management Services b. Application Monitoring Services Request for Proposal for selection of system integrator for deployment of state wide Automated Fingerprint Identification System (AFIS) c. Network Management Services d. Backend Services</p> | | <p>of glass for enterprise monitoring</p> | |
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| | | (Messaging, etc) e. Storage Administration and Management Services f . Backup and Restore Services | | | |
| 52 | 4.13.3.VI | Software License Management - The bidder shall provide for software license management and control. Bidder shall maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements, and maintenance. bidder should perform periodic audits to measure license compliance against the number of valid End User software licenses consistent with the terms and conditions of site license agreements, volume purchase agreements, and other mutually agreed upon licensed software terms and conditions and report to Maharashtra Police on any exceptions to bidder terms and conditions, to the extent such exceptions are discovered. | Asset Management Solution should provide best Practices for Software license Management | Solution should help mitigating the legal risks with a management of normalized terms and conditions. Specifically on license assets, provide out of the box compliance reports for hundreds of applications of the main publishers (Microsoft®, Oracle, IBM, Adobe®, and VMware, for instance). The best practice software compliance counters, updated every other month, reflect the end user license terms specific to each application: per workstation, per CPU (Oracle core factors, IBM PVU), per named user and so on | RFP clause is self explanatory . bidder should ensure SLAs as mentioned in RFP are met. |
| 53 | 4.13.5.A | Server Monitoring, | System Administration | * The solution should | RFP clause is self |

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| | | <p>Administration & Management Services including the followings : activities shall include: • Configuration of server parameters, operating systems administration and tuning. • Operating system administration including but not limited to management of users, processes, resource contention, preventive maintenance and management of upgrades including migration to higher versions and patches to ensure that the system is properly updated. • Re-installation in the event of system crash/failures. • Maintenance of a log of the performance monitoring of servers including but not limited to monitoring CPU, disk space, memory utilization, I/O utilization, etc. • Management of the user names, roles and passwords of all the relevant subsystems including, but not limited to servers, applications, devices, etc. • System</p> | <p>tool should contribute data to Service Model and it should provide run time changes</p> | <p>utilize a Near Real Time Data Repository as its underlying database that is automatically populated by various discovery components of the monitoring solution. This repository should allow for a layered topology view of all the services across the enterprise, including dynamic infrastructures such as virtualization and cloud. This repository should also be able to federate with other repositories (CMDBs) i.e. third party CMDB</p> | <p>explanatory . bidder should ensure SLAs as mentioned in RFP are met.</p> |
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| | | <p>administration activities shall include tasks including but not limited to setting up the servers, executing hardware and software updates when necessary. • System administration activities shall include tasks including but not limited to setting up the servers, other activities shall include:</p> <ul style="list-style-type: none"> o Configuring and apportioning storage space o Management and integration of databases o Implementing security on the Internet / Intranet o Setting up of firewalls and authorization systems o Performing periodic backup of data and automating reporting tasks o Executing hardware and software updates when necessary. | | | |
| 55 | 4.13.5.F | <p>Application Related Services : Application related services shall complete the entire spectrum of services to be provided by the bidder. The objective of application related services is to facilitate the departments by providing</p> | <p>Application developers choose from the wave of new tools and technologies integrating open source and many different emerging technologies to create differentiating</p> | <p>*Solution should collect data from log-generating sources using built-in operations focused connectors and support for raw logs from any syslog or file-based log source*Solution should collect, categorize, and</p> | <p>RFP clause is self explanatory . bidder should ensure SLAs as mentioned in RFP are met.</p> |

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| | | <p>them with “One Stop Shop” for their requirements. As part of these services, the SI shall provide support for bug fixes, enhancements, operational support, and assistance to the User Department. These services have been classified under the following three categories depending upon the extent of application support that may be required by the User Departments: a. Application Monitoring b. Application Enhancement c. Application Migration The application management services include but is not limited to :</p> <ul style="list-style-type: none"> • Monitor the departmental applications on a day-to-day basis to ensure that the application functions reliably. • Monitor application to ensure that the application does not suspend, hang etc. • Monitor components, including but not limited to, Application servers, Web Servers, Middleware and other application servers on an ongoing basis to ensure | <p>business services. Users exploit more and more powerful devices used at home and later in the execution of daily business. This context means that use of deterministic monitoring alone is no longer sufficient to govern business results. A collection of known and unknown issues arise, meaning IT requires new methods of gaining insight into issues when service delivery degrades. Even when these devices and the technologies they invoke are not covered by standard IT monitoring tools, instrumentation is typically included in all devices and technologies in the form of log data</p> | <p>normalize log data from IT operations specific log-generating sources and extend log collection capabilities to include custom sources and in-house applications*Solution should provide High-performance interactive searches across all operations logs, comprehensive drill-down dashboards, and real-time alerting*Audit-quality controls should be built into Solution to ensure confidentiality, integrity, and Availability of data. Integrity checks should be enforced in accordance with the NIST 800–92 Log Management standard</p> | |
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| | | smooth functioning of the applications. • Develop expertise in the application to have the ability to troubleshoot problems, monitor erratic behavior through the application logs. • Coordinate with the application vendor to manage patch upgrade as and when required with minimal downtime. Ensure configuration management and backups of patch to rollback in case of problems. | | | |
| | | How the interface for the application to scan the doc. | From scanner is there any web based or thick client based application. | SI should provide the GUI application which would be easy to interact and capture the finger print with full personal details. Once the interface build always option to enhance for improvement and well tested as part of regression testing. Well certified tool should be used to test application. | AFIS solution at client location (online as well as offline) should web based interface for capture of scan, finger/palm print with full personal details (demographic database) |
| | | How the interface for the finger print on application | Is there any device to capture or the finger print and how we are storing in server? | There should be a device for user to use and same image should be captured using the application to store in | AFIS solution at client location (online as well as offline) should web based interface for |

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| | | | | the database. To keep the valid data application should be well managed GUI. | capture of scan, finger/palm print with full personal details (demographic database) |
| | | How many user will be using the application? | Is there any concurrency required to server sizing. | Always application should handle multiple user concurrently. To manage multiple customer internal or external better server sizing has to be done by using globally accepted performance testing tool. When there is a changes in infrastructure or server or application there must be continuous testing need to be done in pre-production | AFIS application should cater to concurrent users from 1500 Police locations. AFIS application should be scalable to add more concurrent users form newly created / added police locations/ nodes. |
| | | How the functional testing will be done. | Functional testing need to do using any automation tool or manually for quality. | Always there should be some improvement for capturing user details with multiple fields. A huge dataset need to be used for testing when ever the new patch and change happens the application. So Automation tool should be used for quality | Bidder used best practises , tools and techniques for functional testing internaly further detailed functional testing will be done by FPB and FP Units. Using live cases. |
| | | Is outside customer/user will be using the | Is outside customers need to use and how | Interface should be rich enough so that any type | Client access requirements are |

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| | | application? | the interface. | of computer or desktop can be viewed easily. Outsiders will use for verification again or not. | specified in RFP and will be decided by Maharashtra Police/FPB Dept. as and when required/desired. |
| | | Is there any server sizing need to be achieved for concurrent users? | Is there any server side or client side performance need to achieve. | Every time the server sizing has to be done for better performance of the application. There should be practical performance tool should be used to certify the server performance and monitor for more number of users to handle. So periodically there should be performance testing need to be done for server, application and need to submit the sizing generated through globally accepted performance testing tool. | Bidder should undertake proper server sizing to meet AFIS RFP SLAs and best industry practices should be followed to meet the concurrent user load. Bidder should also undertake performance testing of servers to meet concurrent user load and meet RFP SLAs. Further performance testing of AFIS solution/servers will be undertaken as part of AFIS application acceptance testing. Bidder should internally test AFIS application and servers for performance and concurrency before handing it over to |

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| | | | | | Maharashtra Police/FPB. Server sizing should be done by considering scalability i.e., addition of future client police locations and users and is applicable for entire duration of AFIS RFP. |
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